The Open ISES Project
Presents

Emergency Medical Dispatch Guide Cards

Part of the Cards 911 Project

Draft Version 0.26.2
Flip Card Format

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Card Sets

C: Critical Care Events	
C1	Cardiac/Respiratory Arrest
C2	Choking
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C6	Unconscious/Fainting

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I4	Infant CPR Instructions
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M16	Stroke/CVA
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T: Traumatic Incidents	
T1	Animal Bites
T2	Assault/Domestic Violence/Sexual Assault
T3	Bleeding/Laceration
T4	Burns
T5	Eye Problems/Injuries
T6	Fall person
T7	Heat/Cold Exposure
T8	Stabbing/Gunshot person
T9	Traumatic Injury
T10	Motor Vehicle Collisions

ALL CALLERS INTERROGATION

1. **Where** is your emergency (*address or location*)?	*Confirm location*
2. **What** is the **phone number** you are calling from?	*Confirm phone number*
3. **What** is the **emergency**?	*If **MVC** jump to the **T10: MVC** Card*
4. How **many** people are **hurt** (*if not obvious*)?	
5. How **old** is the person?	
6. Is the person **conscious**?	*If **No**, Send a **Code Red Response*** *Advise Caller help has been dispatched*
7. Is the person **breathing**?	• *If **Yes**, Go to the **C6: Unconscious/Fainting** Card* • *If **Uncertain**, tell caller to **Go** and **See** if the chest is rising, then come back to the phone* • *If **No**, go to the **C1: Cardiac Arrest** Card*
8. Is the person **male** or **female** (*if not obvious)*?	
9. What is your **name**?	

C1: Cardiac Arrest

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. (*If unsure about consciousness of person*) Does the person **respond** to you?
   Does the person **move**?
4. (*If unsure about breathing*) Go look at the person's **chest** and see if it goes **up** and **down**, then come back to the phone
5. (*If unsure about breathing*) Listen for **sound** and **frequency** of breathing
   Agonal respirations are often reported as gasping, snoring, gurgling, barely breathing, occasional moaning, weak or heavy breathing.
6. (*If not obvious*) Is this an **expected** death?
   (*If yes*) Is the person in **hospice** care? *Jump to M10: Obvious Death Card*

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DISPATCH

CODE RED	CODE YELLOW
1. CPR in Progress 2. Respiratory Arrest 3. Possible DOA of unknown origin	1. Confirmed hospice expected death

C1: Cardiac Arrest – Pre-Arrival Instructions

1. Go to the age specific CPR Instruction card
   - Adult CPR Instructions
   - Child (1-8 years) CPR Instructions
   - Infant (0-1 years) CPR Instructions
2. (*If caller refuses CPR instructions*) Gather any of the person's medications for the paramedics
3. Lock away any pets
4. **If the person's condition changes, or you decide to provide CPR, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. Agonal respirations are ineffective breaths which occur after cardiac arrest 2. Law enforcement notified?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

C2: Choking

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. **Describe** the breathing?
   Does the chest rise? Does air enter freely?
4. Is the person able to **speak** (*cry*)?
5. Is the person turning **blue** (*changing color*)?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Unable to talk/cry 4. Turning blue (*changing color*)	1. Able to speak or cry 2. Exchanging air with no breathing difficulty 3. Airway cleared, assist person

C2: Choking – Pre-Arrival Instructions

1. Go to the age specific Choking Instruction card
   - Adult Choking Instructions
   - Child (1-8 years) Choking Instructions
   - Infant (0-1 years) Choking Instructions
2. (*If caller refuses choking instructions*) Gather any of the person's medications for the paramedics
3. Lock away any pets
4. **If the person's condition changes, or you decide to provide care, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. A previously healthy child who is suddenly found to be not breathing/cardiac arrest is considered to be a foreign body airway obstruction until proven otherwise	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

C3: Drowning (Possible)

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Has the person been **removed** from the water?
4. (*If yes and not obvious*) Is the person on **land** or in a **boat**?
5. How **long** was the person **underwater**?
6. What was the person doing **before** the **accident**?
7. (*If not obvious*) Is this a **scuba** diving accident?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Scuba diving accident 4. Diving accident (consider c-spine injury) 5. Person still submerged	1. Person not submerged with no critical symptoms 2. Person coughing 3. Other injuries without critical symptoms 4. Minor injuries (lacerations, etc)

C3: Drowning (Possible) – Pre-Arrival Instructions

1. Do not attempt to rescue the person unless you are trained to do so
2. Do not move the person around
3. Keep the person warm
4. Gather any of the person's medications for the paramedics
5. Lock away any pets
6. **If the person's condition changes, or you decide to provide care, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. Is Rescue needed? 4. Are boats needed? 5. Is Scuba Team needed? 6. Should the Diver's Alert Network (DAN) be notified? +1-919-684-8111 and +1-919-684-4DAN (-4326) 7. Law enforcement notified?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

C4: Electrocution

KEY QUESTIONS

1. Is the person still in **contact** with the source?
2. Is the person **alert**?
3. Is the person breathing **normally**?
4. (*If household electrocution*) Did the person contact a dryer, stove or other **220-volt** source
5. Are there any other **injuries**?
   (*If yes*) What are they?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Burns to airway, mouth or nose 5. Burns over 20% of body surface area 6. Burns from contact with 220-volt source or higher 7. Reported DOA until evaluation by responsible party 8. Multiple persons	1. Household shock without critical symptoms

C4: Electrocution – Pre-Arrival Instructions

1. Beware of ground moisture
2. Do not touch the person if still in contact with the source of electricity
3. Beware of liquid spills that may conduct electricity
4. If safe to do so, turn off the power.
5. Gather any of the person's medications for the paramedics
6. Lock away any pets
7. **If the person's condition changes, or you decide to provide care, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. Is Rescue needed? 4. Is Fire Department needed? 5. Law enforcement notified? 6. Is the power company needed?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

C5: Pregnancy/Childbirth

KEY QUESTIONS

1. Is she **alert**?
2. Is she breathing **normally**?
3. How far along is she?
4. Is she having **contractions**?
5. Is there a strong urge to **push**?
6. Can you see the **baby's head**? *Is the baby coming out?*
7. Is this her **first pregnancy**?
8. Are any **complications** expected?
9. Has her **water broke**?
10. Is she **bleeding**?
11. Has she had a **seizure**?
12. (*If post delivery*) Is the **baby breathing**?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Imminent delivery or delivery 5. Syncopal episode 6. Prior history of complicated delivery 7. Bleeding >20 weeks pregnant 8. Premature active labor, >4 weeks premature 9. Abdominal injury >20 weeks pregnant 10. Seizure 11. Multiple births	1. Delivery not imminent 2. Vaginal bleeding without fainting <20 weeks pregnant 3. Abdominal injury <20 weeks pregnant 4. Water broke 5. Pregnant <20 weeks or menstrual with any of the following ● Cramps ● Pelvic pain ● Spotting

C5: Pregnancy/Childbirth – Pre-Arrival Instructions

1. Do not allow her to use the toilet
2. Have her lie down on their left side
3. Keep her warm
4. Do not flush toilet or dispose of any used pads
5. Gather any of her medications for the paramedics
6. Lock away any pets
7. **If her condition changes, or you decide to provide care, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. Imminent and post delivery, Jump to I8: Childbirth Instruction card 2. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 3. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

C6: Unconscious/Fainting

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is this the first time today that the person has been **unconscious**?
4. (*If not obvious*) Have you tried to wake the person up?
5. Do you know if the person is taking any **drugs**? Drinking **alcohol** (*alone or with the drugs*)?
6. What was the person doing **before** they became unconscious?
7. Did the person have any **complaints** before they went unconscious?
8. Does the person have a **Medic Alert Tag**?
   (*If yes*) What does it say?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Combined drug and alcohol overdose 5. Fainting associated with; Headache, Chest Discomfort, Diabetic, GI/Vaginal Bleeding, Abdominal Pain, Sitting/Standing or Continued Decreased Level of Consciousness 6. Single fainting episode >50 years of age 7. Alcohol intoxication and cannot be aroused	1. Unconscious but now conscious with no critical symptoms 2. Unconfirmed 'slumped over the wheel' 3. Conscious with minor injuries 4. Alcohol intoxication but can be aroused 5. Near syncope without critical criteria

C6: Unconscious/Fainting – Pre-Arrival Instructions

1. Have the person lie down
2. If person is vomiting, place them on their side
3. Do not leave the person, be prepared to perform CPR
4. Gather any of the person's medications for the paramedics
5. Lock away any pets
6. **If the person's condition changes, or you decide to provide care, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. Notify law enforcement?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

H1: Aircraft/Terrorism

KEY QUESTIONS

This card for use when PSAP receives a call from a passenger or crew member on-board an airborne aircraft, reporting a hijacking or other violent terrorist event.

- **Caller** Information (*name and seat number*)
- **Flight** Information (*airline, flight no., departure and destination airports*)
- Caller's cell **phone** number
- Individual's **intentions** or intended **target** (*if known*)
- Is anyone **hurt** or **injured**?
  Are you in a position to help with the person(s)?
- (*If safe to do so, keep caller on the line*) Tell me **what happened**, ***Stay Calm***
- Patch through to local Air Defense Sector if requested/needed
- ***If a medical problem exist, jump to the appropriate card***

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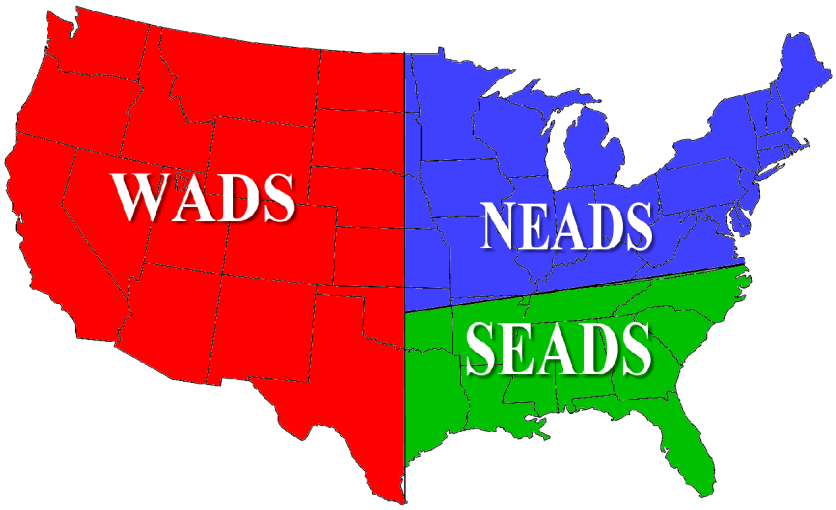
DISPATCH

WHEN TO CALL	WHEN ***NOT*** TO CALL
1. Emergency call from an airborne aircraft 2. Suspicious airborne object or aircraft 3. Aircraft theft in progress or just occurred • **Notify the local Air Defense Sector**	1. Complaints about sonic booms 2. Aircraft noise complaints that are reported in the vicinity of airports 3. Reporting a crop duster spraying an agricultural field 4. Report of military aircraft flying in a typical military operations area • **If In Doubt – CALL!**

H1: Aircraft/Terrorism – Pre-Arrival Instructions

Map of United States Air Defense Sectors



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Local Air Defense Command Numbers

- South East Air Defense Sector *SEADS* (850) 283-5205/5207
- North East Air Defense Sector *NEADS* (315) 334-6311/6802
- Western Air Defense Sector *WADS* (253) 382-4310/4311
- Alaskan NORAD Region *ANR* (907) 552-6222/6293

The numbers above should be verified before their use becomes necessary.
These numbers can and do change

H2: CO/Inhalation/HazMat

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Do you know what the **source** of the **contamination** is?
4. Has the person been **removed** from the area or the source of the contamination?
5. Has a carbon monoxide (CO) detector **activated**?
6. (*If not CO*) What is the **name** of the contaminating agent?
7. Is more than one person effected?
   (*If yes*) How **many** persons?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Difficulty swallowing 5. Ingestion of household cleaners, antifreeze, solvents, methanol, cyanide or insecticides 6. Multiple causality incident	1. Chemicals on person's skin or clothing with no critical symptoms 2. 3rd party caller, not with person

H2: CO/Inhalation/HazMat – Pre-Arrival Instructions

1. Stay Safe – Prevent self contamination
2. (*If CO Detector activation*) Have everyone get out of the house/building
3. (*If chemical contamination and if possible*) Have person remove contaminated clothing and contact lenses
4. (*If chemical contamination)* If chemical is a powder, brush off. **Do Not Use Water**
5. (*If burns to eyes*) Flush chemicals from burns to eyes
6. (*If burned*) Placed burn area in cool water, not ice.
7. (*If known*) Get information on the chemical involved
   Material Safety Data Sheet (*MSDS*)
8. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the C6: Unconscious/Breathing Normally/ Airway Control card 3. Consider contacting Poison Control - 1-800-222-1222 4. Notify the Fire Department? 5. Has law enforcement been notified?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

H3: HazMat Incident Guidelines

KEY QUESTIONS

1. Where **exactly** is the emergency?
2. (*If not obvious*) What is the direction of travel?
3. (*If applicable*) What is the **best access** route to the facility?
4. Are you in a **safe** location?
5. *If YES, continue questioning. If NO, advise caller to move to a safe location and call back*
6. What type of **hazard** is involved?
7. Are there any **injuries**? *If yes, jump to the appropriate trauma card*
8. Do you know the **name** and/or the **ID Number** of the material?
   Material Safety Data Sheet (*MSDS*)
9. Is the **material** currently a **solid, liquid or gas**?

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	Medical Dispatch	HazMat Agency Dispatch
DISPATCH	1. Refer to the appropriate traumatic injury card	1. Notify all appropriate/applicable local/county/state agencies

H3: HazMat Incident Guidelines – Pre-Arrival Instructions

1. **If you are not in a safe location, leave the area immediately and call back when you are safe**
2. If possible, gather any available information on the material(s) involved
   Material Safety Data Sheet (*MSDS*)
3. Deny entry to the affected area. If it is safe to do so, secure the premises. Isolate the area
4. If it is safe to do so, isolate or remove the injured from the scene

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Prompts	Dispatcher Short Report
1. Amount of material spilled or released 2. Size/Type of container 3. Is release (*use as many as apply*) Continuous Intermittent Contained Entering a waterway Entering a storm water drain or sewer Other: _____ 4. Have personnel been evacuated form the area? 5. Are there any emergency responders or HazMat personnel on the scene? (*If Yes*) Who are they? 6. Is chemical information available to the responders? (*If Yes*) Please have it ready for the emergency responders 7. Can you tell what the wind direction is?	1. Specific location 2. Access route 3. Type of HazMat incident 4. Number and nature of injuries, if any 5. Release type 6. Wind direction/weather information 7. Other Agencies responding

H4: Helicopter Guidelines

ENVIRONMENTAL

Air transportation should be considered when emergency personnel have evaluated the individual circumstances and found any of the following present.

- The time needed to transport a person by ground to an appropriate facility poses a threat to the person's survival and recovery
- Weather, road and traffic conditions would seriously delay the person's access to Advanced Life Support
- Critical care personnel and equipment are needed to adequately care for the person during transport
- Falls of 20 feet or more
- Motor Vehicle Collisions (MVC) of 20 mph or more without restraints or rollover
- Rearward displacement of front of car by 20 inches
- Rearward displacement of front axle
- Passenger compartment intrusion
- Ejection of person from the vehicle
- Deformity of a contact point (steering wheel, windshield, dashboard)
- Death of occupant in the same vehicle
- Pedestrian struck at 20 mph or greater

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A&P COMP

- Unconscious or decreasing level of consciousness
- Systolic blood pressure less than 90 mmHg
- Respiratory rate less than 10 per minute or greater than 30 per minute
- Glasgow Coma Score less than 10
- Compromised airway
- Penetrating injury to the chest, abdomen, head, neck or groin
- Two or more long bone fractures
- Flail chest
- Amputation of an extremity
- Paralysis or spinal cord injury
- Severe burns

H4: Helicopter Guidelines – Landing Zone Instructions

1. Where is the landing zone to be located?
2. What is the general description of the landing zone?
3. What is the approximate size of the landing zone?
4. (*If not obvious*) What is the topography of the landing zone?
5. What obstacles will the aircraft encounter on landing/take-off
6. What direction is the wind at the landing zone?
7. How is the landing zone going to be marked?
8. What is the ideal approach to the landing zone?
9. (*If not obvious*) What is the location of the landing zone in reference to the incident?

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Call Taker Prompts	Dispatcher Short Report
1. Local Air Medical Transport ___-___-____ 2. Local Air Medical Transport ___-___-____ 3. Local Air Medical Transport ___-___-____ 4. Notify Fire/Rescue and Law Enforcement for Landing Site? 5. (If HazMat) Landing Zone is one mile from explosives, poisonous gases or chemicals in danger of exploding	1. Ground contact 2. Specific location 3. Description & Size 4. Obstacles 5. Wind direction 6. Landing zone markings 7. Best approach 8. Location of LZ in reference to the incident 9. Any other pertinent information

H5: Industrial Accidents

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Are there any obvious **injuries**?
   (*If yes*) What are they?
4. (*If amputation*) What **part** of the body has been **amputated**?
   Do you have the amputated parts?
5. Is the person able to **move** their fingers and toes? (*Do not have them move any other body part)*
6. Is the person **bleeding**?
   (*If yes*) From where? How much? How long? Can it be controlled with pressure?

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DISPATCH	CODE RED	CODE YELLOW
	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Crushing or penetrating injury to head, neck, torso or thigh 5. Person trapped 6. Amputation other than finger or toes 7. Person paralyzed 8. Uncontrolled bleeding 9. Multiple fractures 10. Femur (thigh) fracture.	1. Amputation/entrapment of fingers/toes 2. Neck and/or back pain without critical symptoms 3. Bleeding that has been controlled 4. Cuts, bumps or bruises 5. Person assist only 6. Involved in accident with no complaints

H5: Industrial Accidents – Pre-Arrival Instructions

1. (*If safe to do so*) Turn off any machinery involved (*Attempt to locate maintenance person)*
2. (*If no life threaten hazards present*) Do not move the person
3. Advise the person not to move
4. (*If person is in a confined space*) **Do Not Enter the Area** to tend to the person
5. Cover the person with a blanket and keep them calm
6. Locate any amputated part and place in clean plastic bag, not ice. If teeth, place them in milk
7. Gather any of the person's medications for the paramedics
8. Lock away any pets
9. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. If bleeding, go to the I11Bleeding Instructions card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

I1: Automated External Defibrillator Instructions

1. **If the person is not at least one year of age, jump to Section I4: Infant CPR Instructions**	**2.** Remove everything from the person's chest	**3.** Place defibrillator next to the person's left side	**4.** Open cover & turn on defibrillator	**5.** Open the pad package and place pads on the person as pictured on the pads (*If child, make sure you are using pediatric pads*)
6. Make sure the pad cords are attached to the machine	**7.** Follow the machine voice prompt next	**8.** Wait for the machine to analyze (*push analyze button if present*)	**9.** **Do Not Touch The Person**	**10.** ***If the machine says to shock the person, make sure no one is touching the person, then press the shock button***
11. Follow the machine voice prompt	**12.** If the machine says "No Shock Indicated" continue doing CPR Adult CPR Instructions Child CPR Instructions	**13.** ***If the machine says to shock the person, make sure no one is touching the person, then press the shock button***	**14.** Continue following the voice prompts until help arrives	

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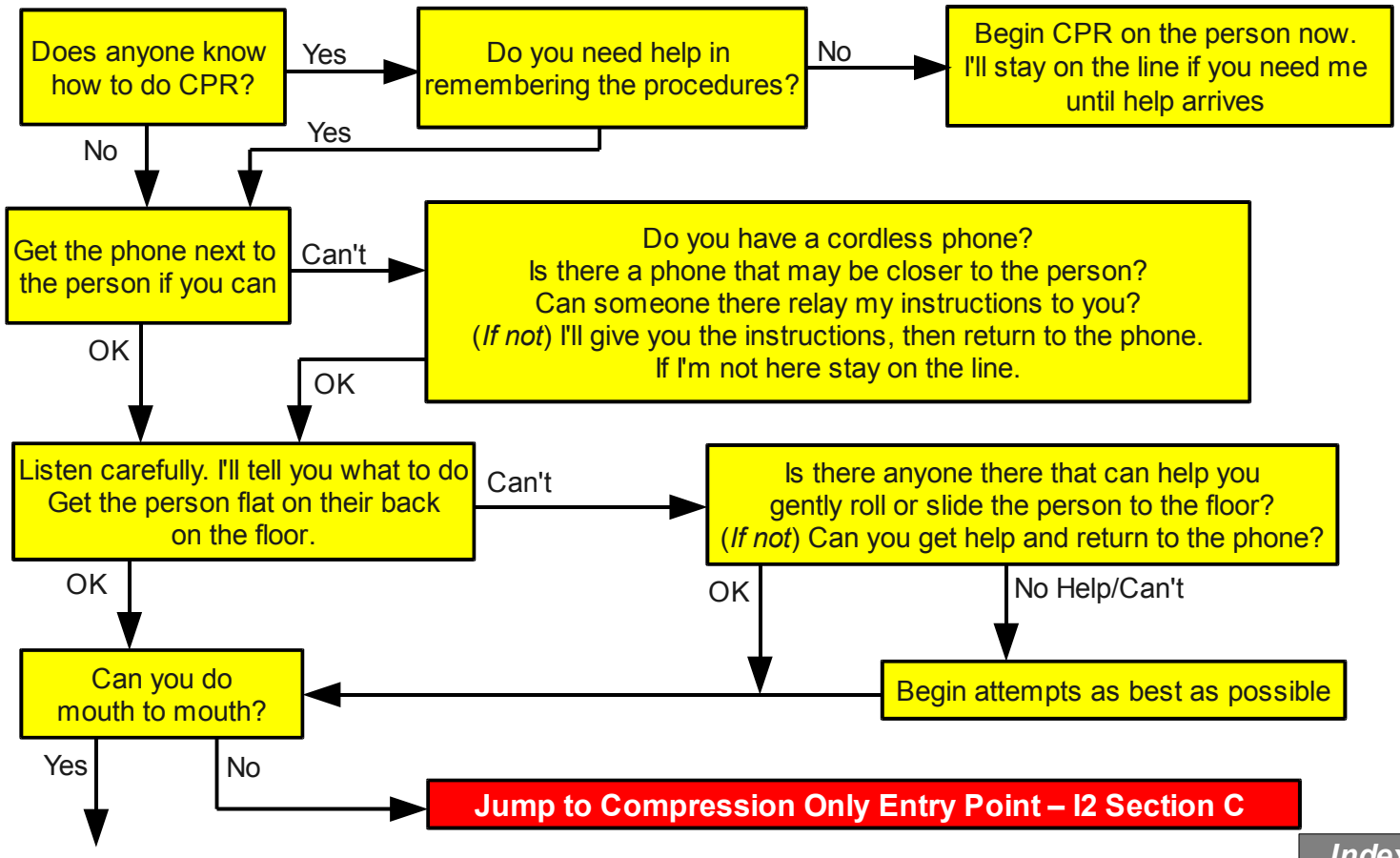
I2: Adult CPR Instructions – Section A


Does anyone know how to do CPR?
Yes
Do you need help in remembering the procedures?
No
Begin CPR on the person now. I'll stay on the line if you need me until help arrives
No
Yes
Yes
Get the phone next to the person if you can
Can't
Do you have a cordless phone?
Is there a phone that may be closer to the person?
Can someone there relay my instructions to you?
(If not) I'll give you the instructions, then return to the phone.
If I'm not here stay on the line.
OK
OK
Listen carefully. I'll tell you what to do
Get the person flat on their back on the floor.
Can't
Is there anyone there that can help you gently roll or slide the person to the floor?
(If not) Can you get help and return to the phone?
OK
No Help/Can't
Can you do mouth to mouth?
Begin attempts as best as possible
Yes
No
Jump to Compression Only Entry Point – I2 Section C

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I2: Adult CPR Instructions – Section B

Bare the chest. Kneel at the person's side
Pinch the nose shut with one hand. With your other hand lift the chin
Completely cover their mouth with your mouth
Give two breaths of air into the person's lungs – just like blowing up a balloon
Make sure the chest gently rises

Remember, place the person flat on their back. Bare the chest. Pinch the nose shut
With your other hand lift the chin so the head bends back
Give two breaths of air then come back to the phone
If I'm not here stay on the line

OK

Patient Vomited

Turn his/her head to the side
Sweep it all out with your fingers
before you start mouth-to-mouth

Hysterical

You're going to have to calm down to be able to help

Stoma

Keep the person's head straight
Completely cover the stoma with your mouth
Cover the person's mouth and nose with your hand
Give two breaths of air into the patient's lungs
Make sure the chest gently rises

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I2: Adult CPR Instructions – Section C

Did the chest rise?

No → Jump to I5: Choking Adult Instructions, Section B

Yes

Compression Only Entry Point

Choking Adult Entry Point

Is there an automated defibrillator in the area?

Yes → Jump to I1: AED Instructions

No

Do Not Operate the AED In or Around
- Water, Snow or Ice
- Bathtubs, Pools or Jacuzzis
- Metal, Street Ventilation Grates
- Hazardous Materials
- Any Type of Conductive Medium

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I2: Adult CPR Instructions – Section D

Listen carefully. I'll tell you what to do next.
Put the heel of your hand on the center of their chest, right between the the nipples
Put your other hand on top of that hand
Push down on the heels of your hands, 1½ to 2-inches
Do it 30 times, push hard and fast

If not performing mouth to mouth breathing, advise the caller to pump the chest 200 times then come back to the phone

(*If willing to perform mouth to mouth breathing*)
Pinch the nose shut and lift the chin so the head bends back
Give two more breaths then pump the chest 30 times
Keep doing it; pump the chest 30 times, then give two breaths
Keep doing it until help arrives and can take over
I'll stay on the line with you until they get there

OK → Continue to assist until help arrives

Hysterical → You're going to have to calm down to be able to help → (back to Listen carefully...)

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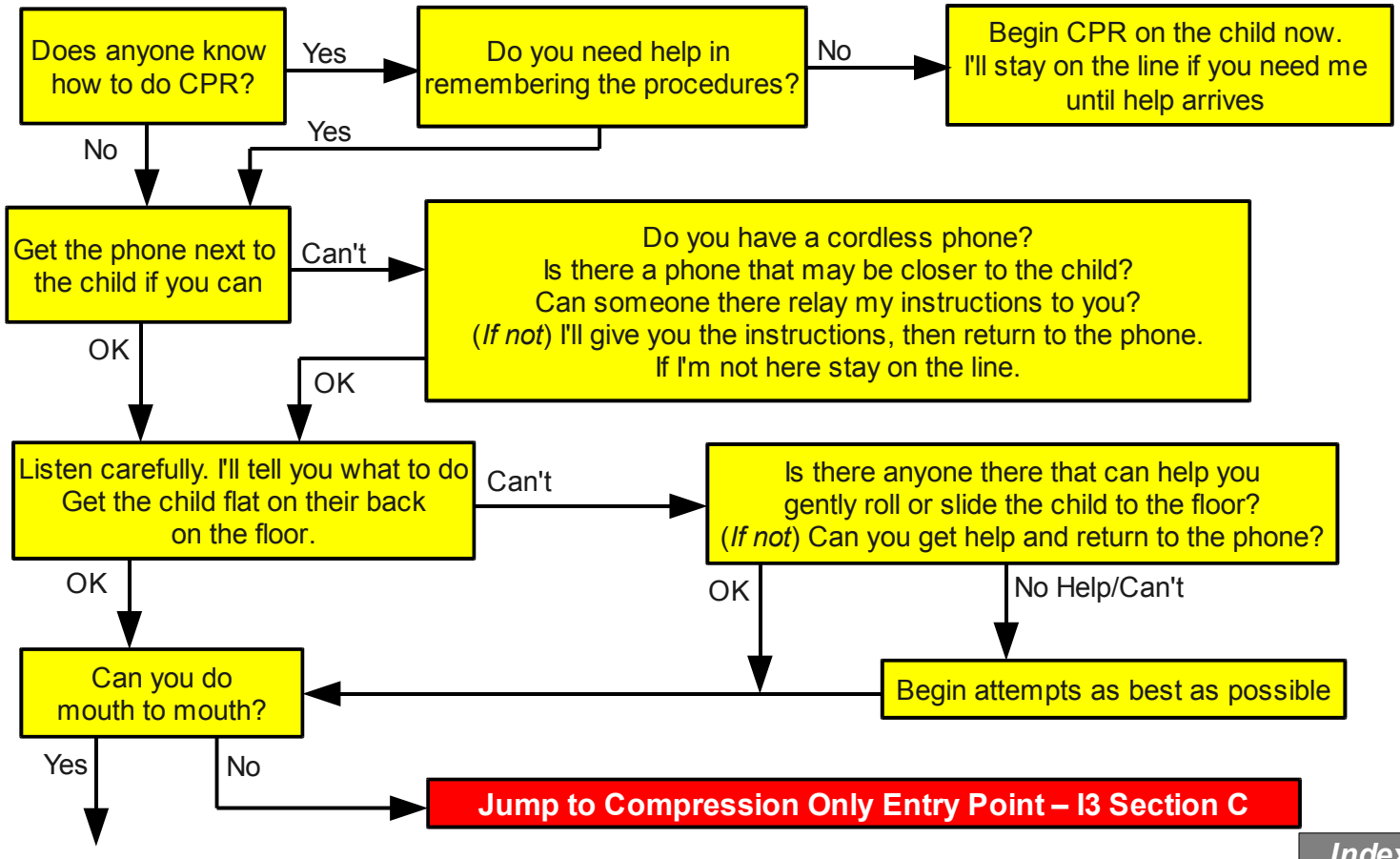
I3: Child (1-8 years) CPR Instructions – Section A


Does anyone know how to do CPR?
Yes
Do you need help in remembering the procedures?
No
Begin CPR on the child now. I'll stay on the line if you need me until help arrives
Yes
No
Get the phone next to the child if you can
Can't
Do you have a cordless phone?
Is there a phone that may be closer to the child?
Can someone there relay my instructions to you?
(If not) I'll give you the instructions, then return to the phone.
If I'm not here stay on the line.
OK
OK
Listen carefully. I'll tell you what to do
Get the child flat on their back on the floor.
Can't
Is there anyone there that can help you gently roll or slide the child to the floor?
(If not) Can you get help and return to the phone?
OK
No Help/Can't
Can you do mouth to mouth?
Begin attempts as best as possible
Yes
No
Jump to Compression Only Entry Point – I3 Section C

Index

I3: Child (1-8 years) CPR Instructions – Section B

Bare the chest. Kneel at the child's side
Pinch the nose shut with one hand. With your other hand lift the chin
Completely cover the child's mouth with your mouth
Give two breaths of air into the child's lungs – just like blowing up a balloon
Make sure the chest gently rises, don't blow too hard

Remember, place the child flat on their back. Bare the chest. Pinch the nose shut
With your other hand lift the chin so the head bends back
Give two breaths of air then come back to the phone
If I'm not here stay on the line

OK

Patient Vomited

Turn the child's head to the side
Sweep it all out with your fingers
before you start mouth-to-mouth

Hysterical

You're going to have to calm down to be able to help

Stoma

Keep the child's head straight
Completely cover the stoma with your mouth
Cover the child's mouth and nose with your hand
Give two breaths of air into the child's lungs
Make sure the chest gently rises

Index

I3: Child (1-8 years) CPR Instructions – Section C

Did the chest rise?

No

Jump to Choking Child Instructions – I6 Section B

Yes

Compression Only Entry Point

Choking Child Entry Point

Listen carefully. I'll tell you what to do next.
Put the heel of one hand on the center of the child's chest, right between the the nipples
Push down firmly, only on the heel of your hand, halfway down
Do it 30 times, push hard and fast

If not performing mouth to mouth breathing, advise the caller to pump the chest 200 times then come back to the phone

(*If willing to perform mouth to mouth breathing*)
Pinch the nose shut and lift the chin so the head bends back
Give two more breaths then pump the chest 30 times
Keep doing it; pump the chest 30 times, then give two breaths
Keep doing it until help arrives and can take over
I'll stay on the line with you until they get there

Hysterical

You're going to have to calm down to be able to help

Index

I3: Child (1-8 years) CPR Instructions – Section D

After 2 minutes of CPR

Is there an automated defibrillator in the area?

Yes → **Jump to AED Instructions – Section I1**

No

Continue to assist until help arrives

Do Not Operate the AED In or Around
- Water, Snow or Ice
- Bathtubs, Pools or Jacuzzis
- Metal, Street Ventilation Grates
- Hazardous Materials
- Any Type of Conductive Medium

Index

I4: Infant (0-1 years) CPR Instructions – Section A

Does anyone know how to do CPR?

Yes → Do you need help in remembering the procedures?

No → Begin CPR on the baby now. I'll stay on the line if you need me until help arrives

Yes

No

Bring the baby to the phone

OK

Listen carefully. I'll tell you what to do
Lay the baby flat on their back on a table or the floor.

OK

Can you do mouth to mouth?

No → **Jump to Compression Only Entry Point – I4 Section C**

Yes

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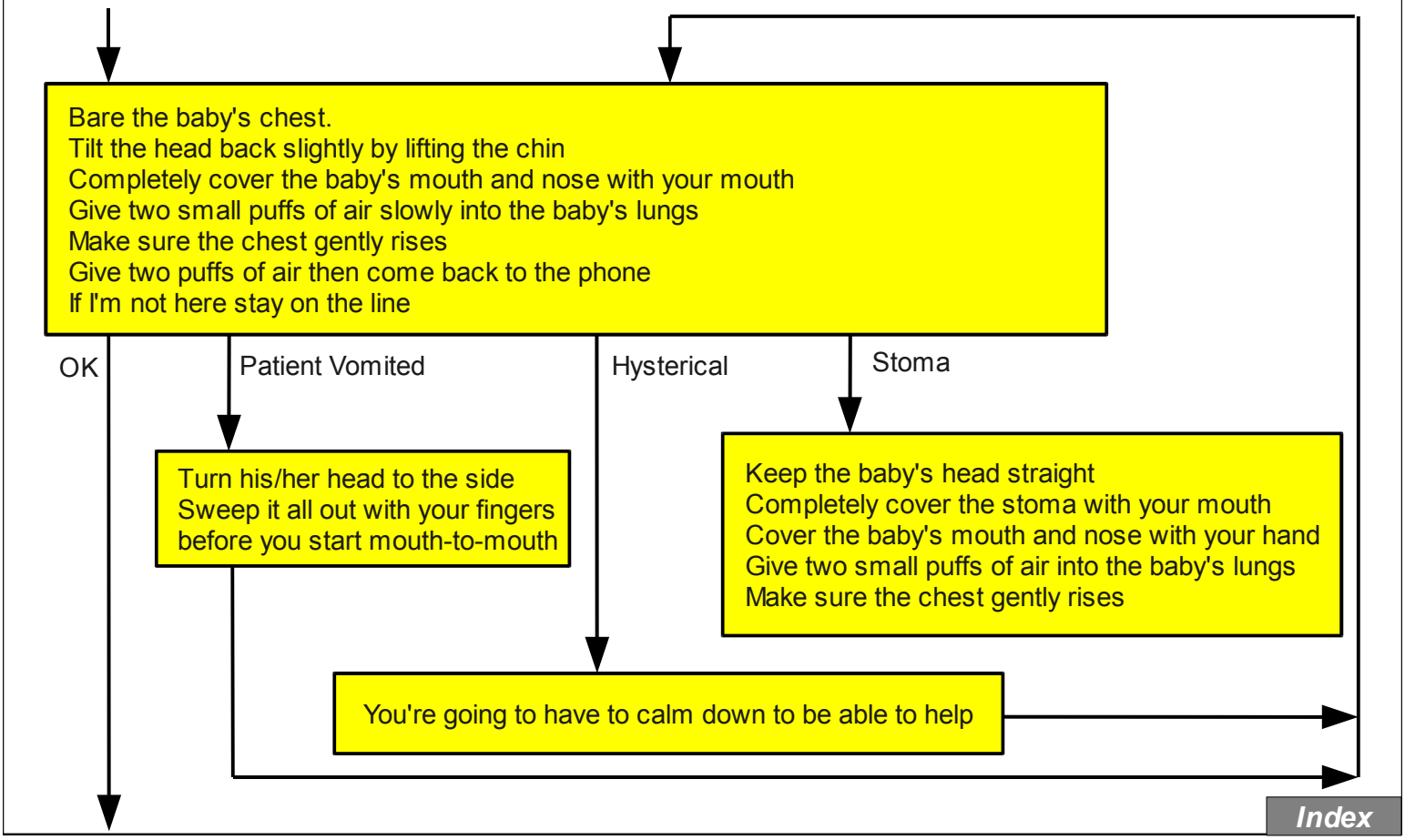
I4: Infant (0-1 years) CPR Instructions – Section B


Bare the baby's chest.
Tilt the head back slightly by lifting the chin
Completely cover the baby's mouth and nose with your mouth
Give two small puffs of air slowly into the baby's lungs
Make sure the chest gently rises
Give two puffs of air then come back to the phone
If I'm not here stay on the line
OK
Patient Vomited
Hysterical
Stoma
Turn his/her head to the side
Sweep it all out with your fingers
before you start mouth-to-mouth
Keep the baby's head straight
Completely cover the stoma with your mouth
Cover the baby's mouth and nose with your hand
Give two small puffs of air into the baby's lungs
Make sure the chest gently rises
You're going to have to calm down to be able to help

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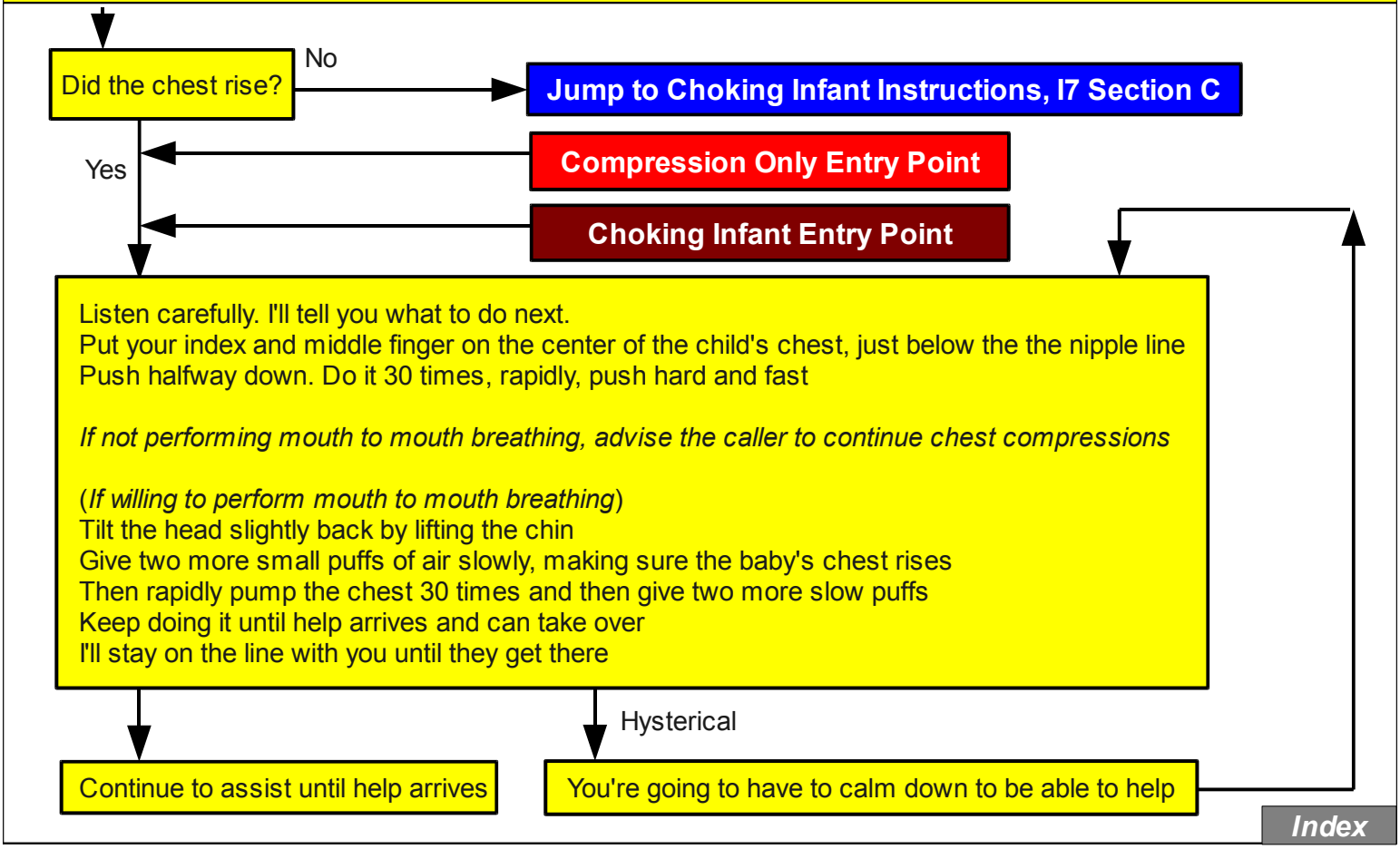
I4: Infant (0-1 years) CPR Instructions – Section C


Did the chest rise?
No
Jump to Choking Infant Instructions, I7 Section C
Yes
Compression Only Entry Point
Choking Infant Entry Point
Listen carefully. I'll tell you what to do next.
Put your index and middle finger on the center of the child's chest, just below the the nipple line
Push halfway down. Do it 30 times, rapidly, push hard and fast
If not performing mouth to mouth breathing, advise the caller to continue chest compressions
(If willing to perform mouth to mouth breathing)
Tilt the head slightly back by lifting the chin
Give two more small puffs of air slowly, making sure the baby's chest rises
Then rapidly pump the chest 30 times and then give two more slow puffs
Keep doing it until help arrives and can take over
I'll stay on the line with you until they get there
Hysterical
Continue to assist until help arrives
You're going to have to calm down to be able to help

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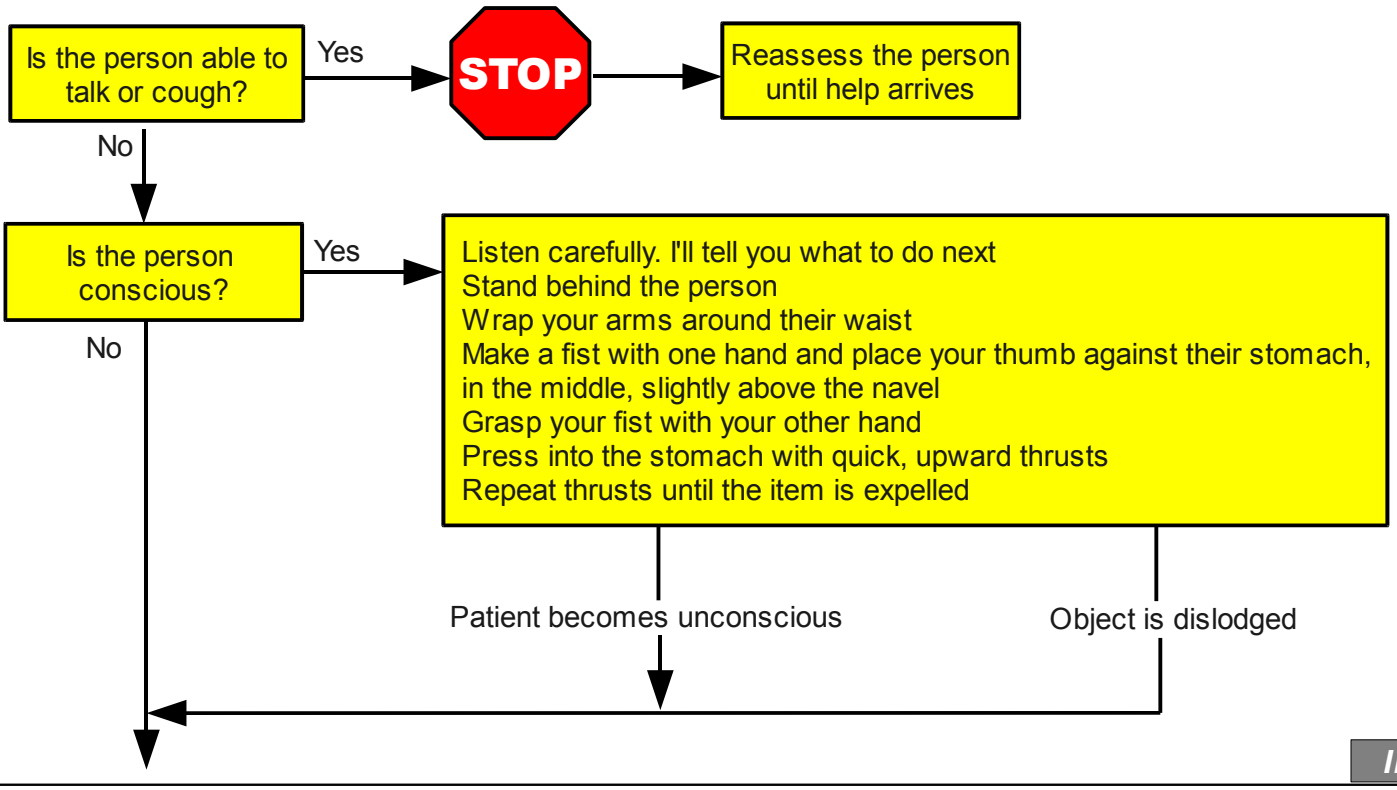
I5: Choking Adult Instructions – Section A

*If the event is not witnessed and patient is unconscious, **Jump to Section I2: Adult CPR***


Is the person able to talk or cough?
Yes
STOP
Reassess the person until help arrives
No
Is the person conscious?
Yes
Listen carefully. I'll tell you what to do next
Stand behind the person
Wrap your arms around their waist
Make a fist with one hand and place your thumb against their stomach, in the middle, slightly above the navel
Grasp your fist with your other hand
Press into the stomach with quick, upward thrusts
Repeat thrusts until the item is expelled
No
Patient becomes unconscious
Object is dislodged

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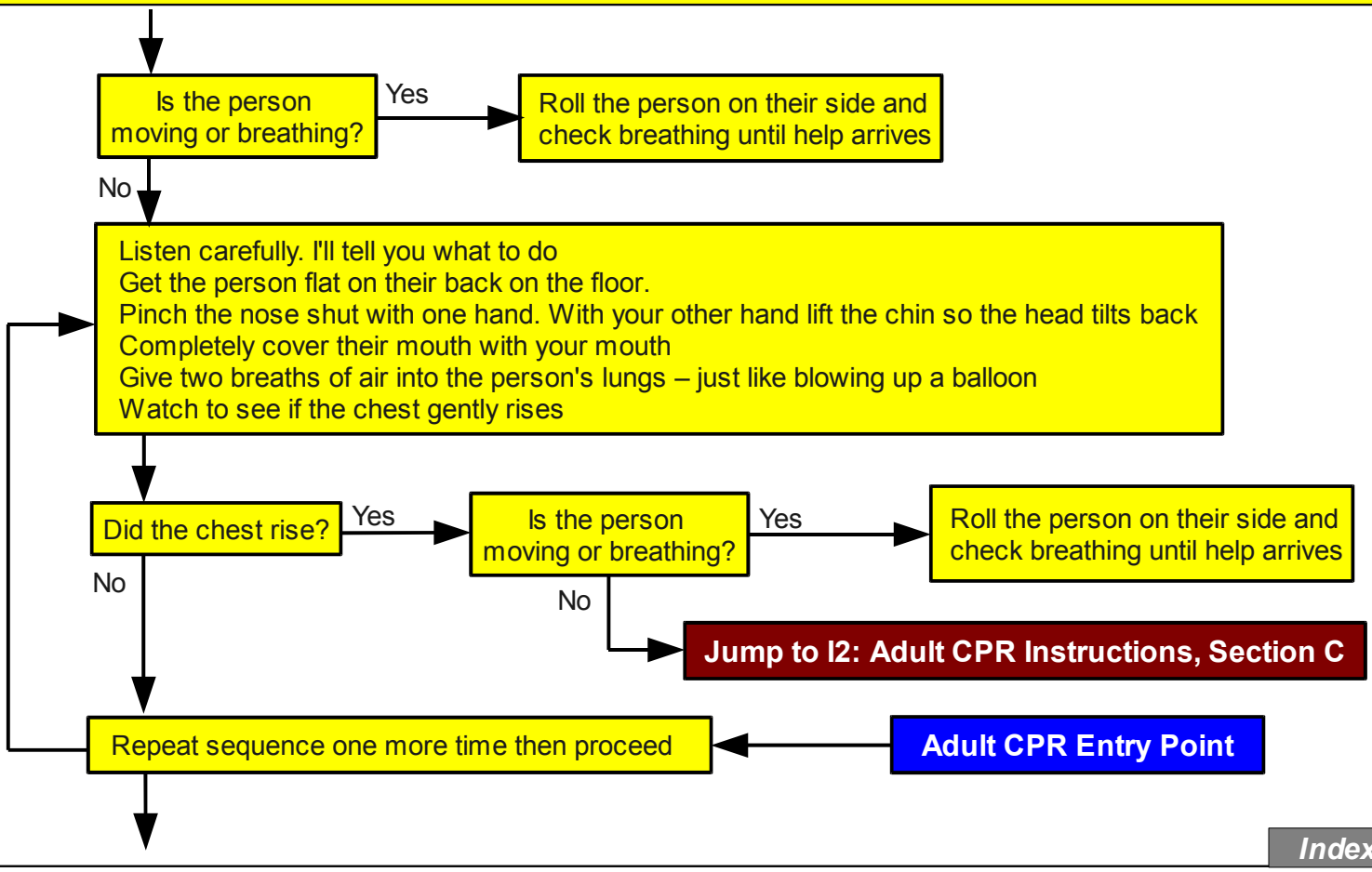
I5: Choking Adult Instructions – Section B


Is the person moving or breathing?
Yes
Roll the person on their side and check breathing until help arrives
No
Listen carefully. I'll tell you what to do
Get the person flat on their back on the floor.
Pinch the nose shut with one hand. With your other hand lift the chin so the head tilts back
Completely cover their mouth with your mouth
Give two breaths of air into the person's lungs – just like blowing up a balloon
Watch to see if the chest gently rises
Did the chest rise?
Yes
Is the person moving or breathing?
Yes
Roll the person on their side and check breathing until help arrives
No
No
Jump to I2: Adult CPR Instructions, Section C
Repeat sequence one more time then proceed
Adult CPR Entry Point

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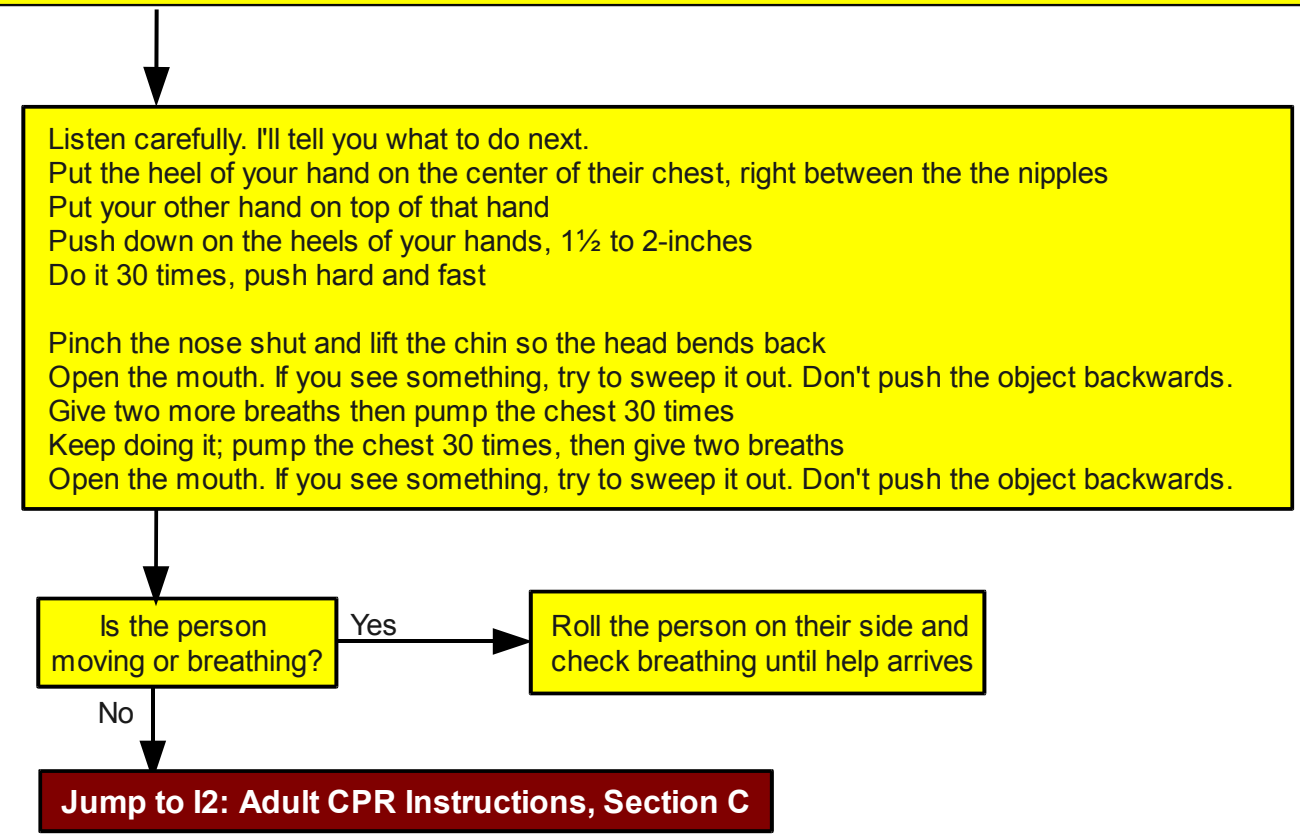
I5: Choking Adult Instructions – Section C


Listen carefully. I'll tell you what to do next.
Put the heel of your hand on the center of their chest, right between the the nipples
Put your other hand on top of that hand
Push down on the heels of your hands, 1½ to 2-inches
Do it 30 times, push hard and fast
Pinch the nose shut and lift the chin so the head bends back
Open the mouth. If you see something, try to sweep it out. Don't push the object backwards.
Give two more breaths then pump the chest 30 times
Keep doing it; pump the chest 30 times, then give two breaths
Open the mouth. If you see something, try to sweep it out. Don't push the object backwards.
Is the person moving or breathing?
Yes
Roll the person on their side and check breathing until help arrives
No
Jump to I2: Adult CPR Instructions, Section C

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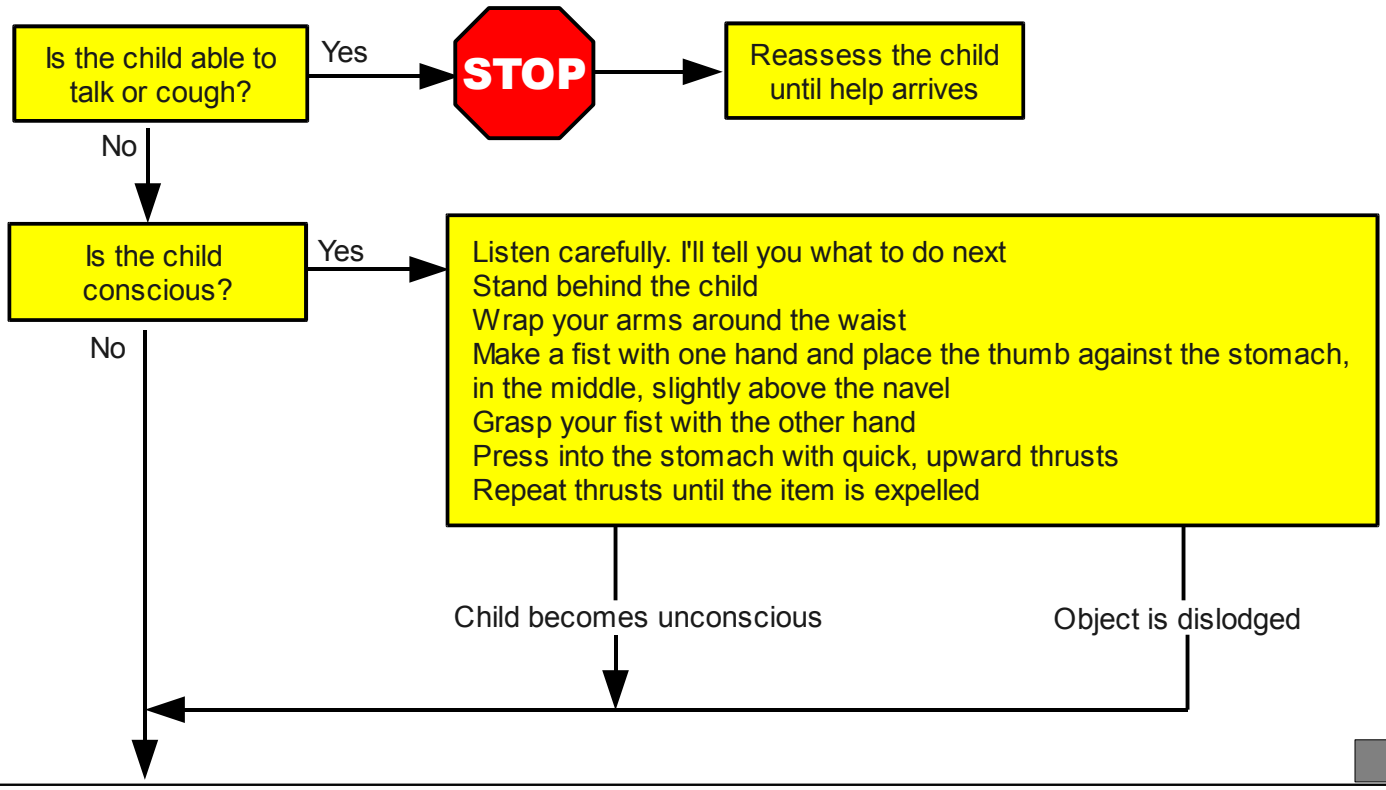
I6: Choking Child (1-8 years) Instructions – Section A

If the event is not witnessed and patient is unconscious, Jump to Section I3: Child CPR


Is the child able to talk or cough?
Yes
STOP
Reassess the child until help arrives
No
Is the child conscious?
Yes
Listen carefully. I'll tell you what to do next
Stand behind the child
Wrap your arms around the waist
Make a fist with one hand and place the thumb against the stomach, in the middle, slightly above the navel
Grasp your fist with the other hand
Press into the stomach with quick, upward thrusts
Repeat thrusts until the item is expelled
No
Child becomes unconscious
Object is dislodged

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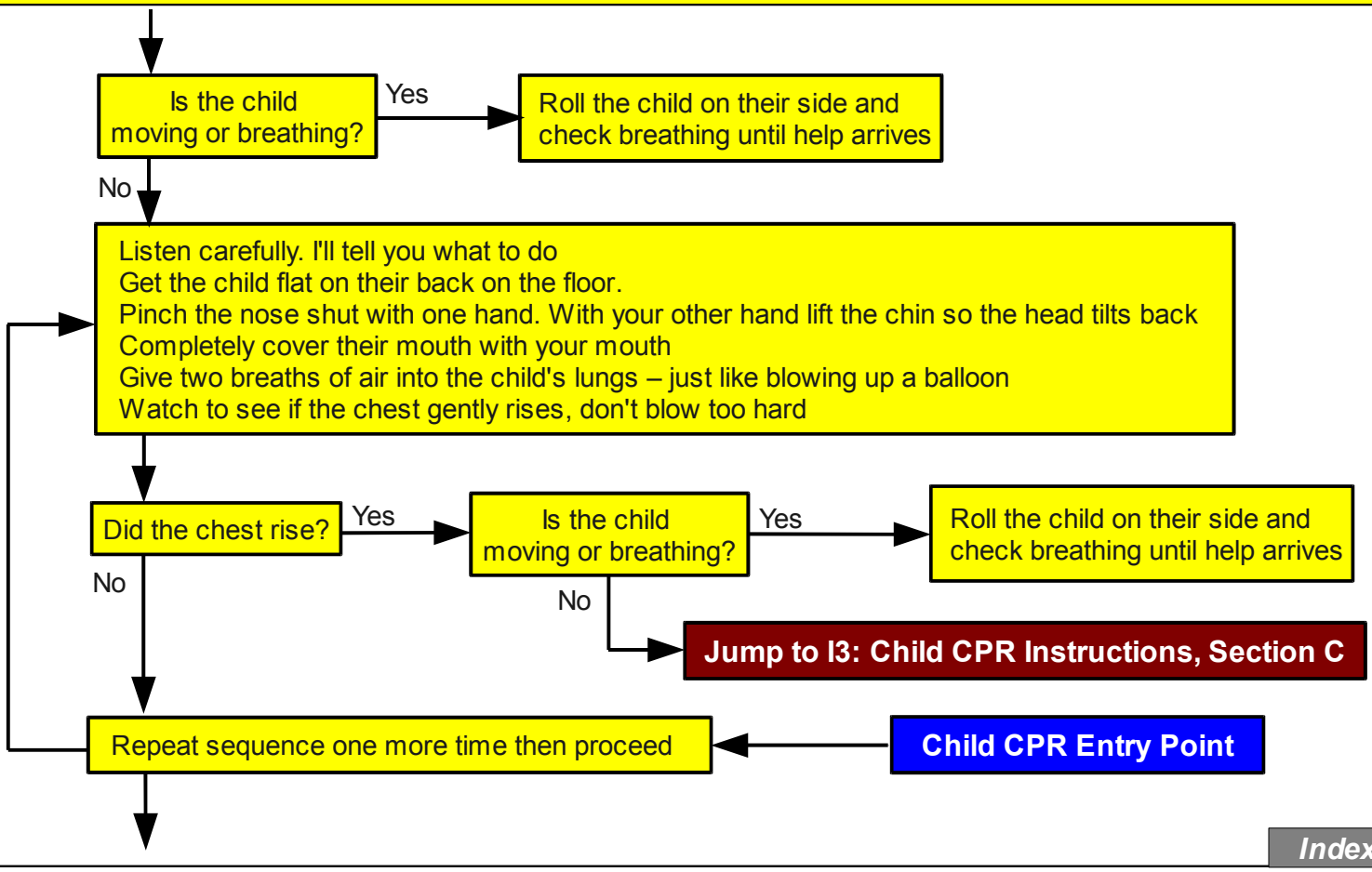
I6: Choking Child (1-8 years) Instructions – Section B


Is the child moving or breathing?
Yes
Roll the child on their side and check breathing until help arrives
No
Listen carefully. I'll tell you what to do
Get the child flat on their back on the floor.
Pinch the nose shut with one hand. With your other hand lift the chin so the head tilts back
Completely cover their mouth with your mouth
Give two breaths of air into the child's lungs – just like blowing up a balloon
Watch to see if the chest gently rises, don't blow too hard
Did the chest rise?
Yes
Is the child moving or breathing?
Yes
Roll the child on their side and check breathing until help arrives
No
No
Jump to I3: Child CPR Instructions, Section C
Repeat sequence one more time then proceed
Child CPR Entry Point

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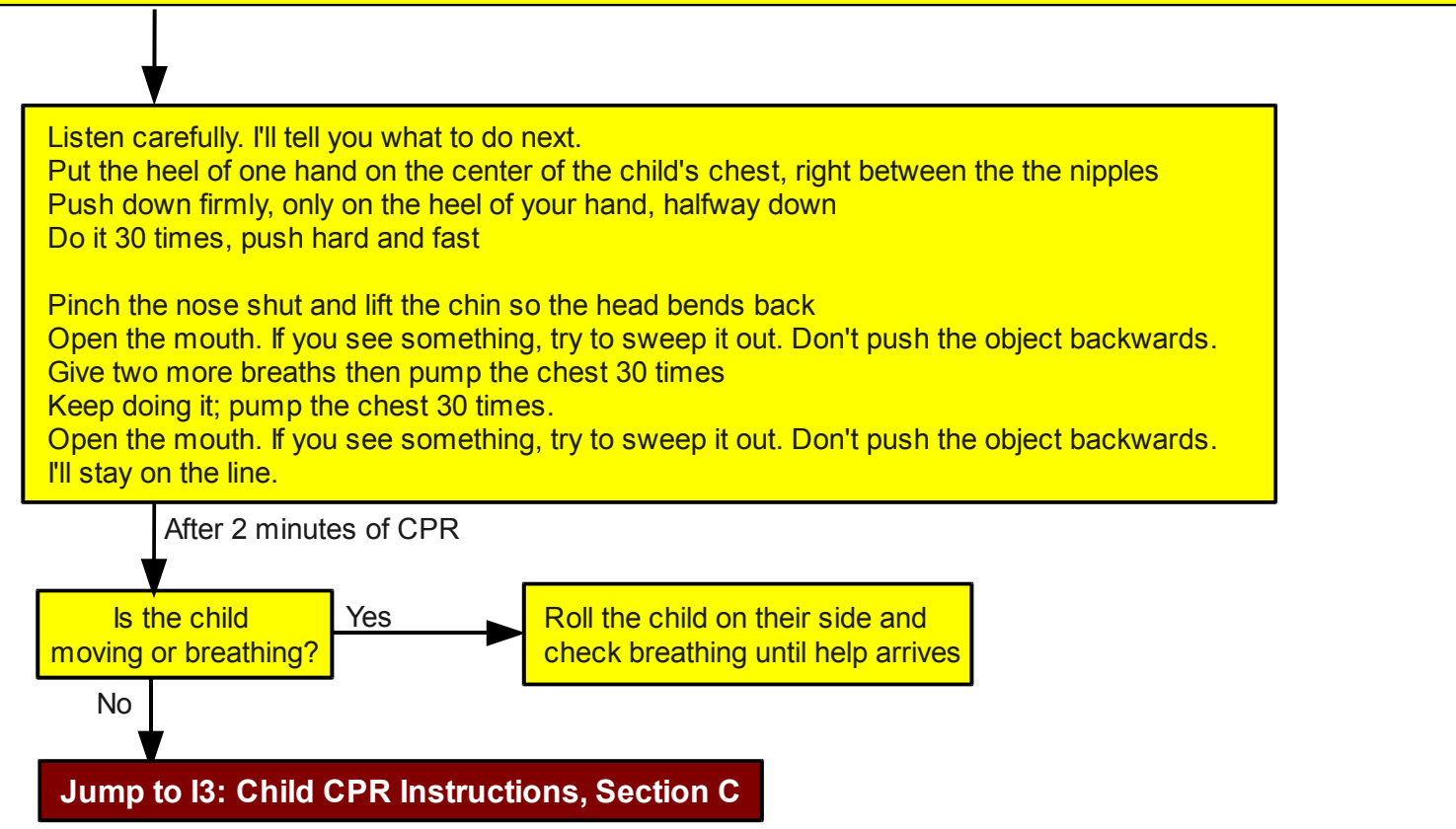
I6: Choking Child (1-8 years) Instructions – Section C


Listen carefully. I'll tell you what to do next.
Put the heel of one hand on the center of the child's chest, right between the the nipples
Push down firmly, only on the heel of your hand, halfway down
Do it 30 times, push hard and fast
Pinch the nose shut and lift the chin so the head bends back
Open the mouth. If you see something, try to sweep it out. Don't push the object backwards.
Give two more breaths then pump the chest 30 times
Keep doing it; pump the chest 30 times.
Open the mouth. If you see something, try to sweep it out. Don't push the object backwards.
I'll stay on the line.
After 2 minutes of CPR
Is the child moving or breathing?
Yes
Roll the child on their side and check breathing until help arrives
No
Jump to I3: Child CPR Instructions, Section C

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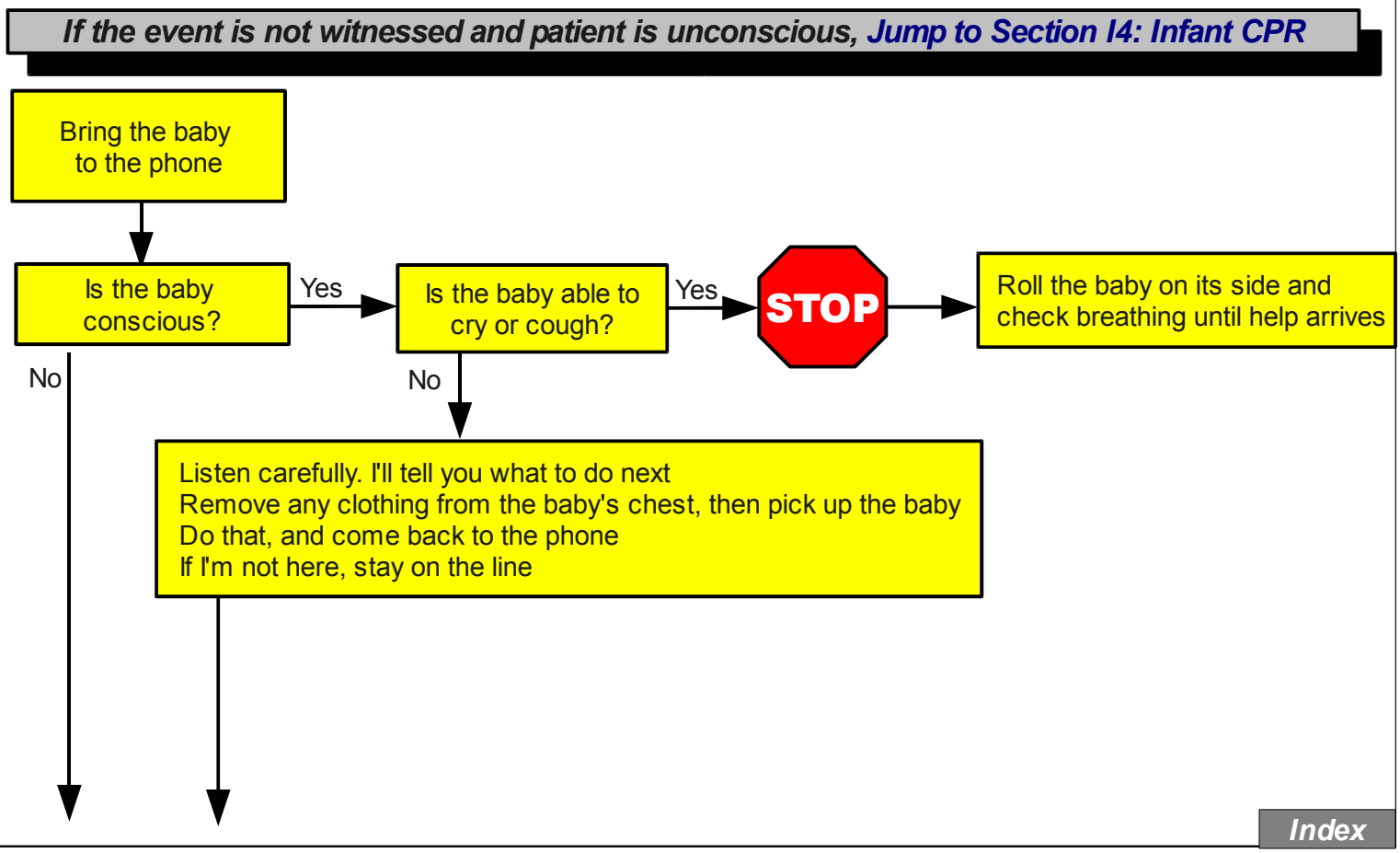
I7: Choking Infant (0-1 years) Instructions – Section A


If the event is not witnessed and patient is unconscious, Jump to Section I4: Infant CPR
Bring the baby to the phone
Is the baby conscious?
Yes
Is the baby able to cry or cough?
Yes
STOP
Roll the baby on its side and check breathing until help arrives
No
No
Listen carefully. I'll tell you what to do next
Remove any clothing from the baby's chest, then pick up the baby
Do that, and come back to the phone
If I'm not here, stay on the line

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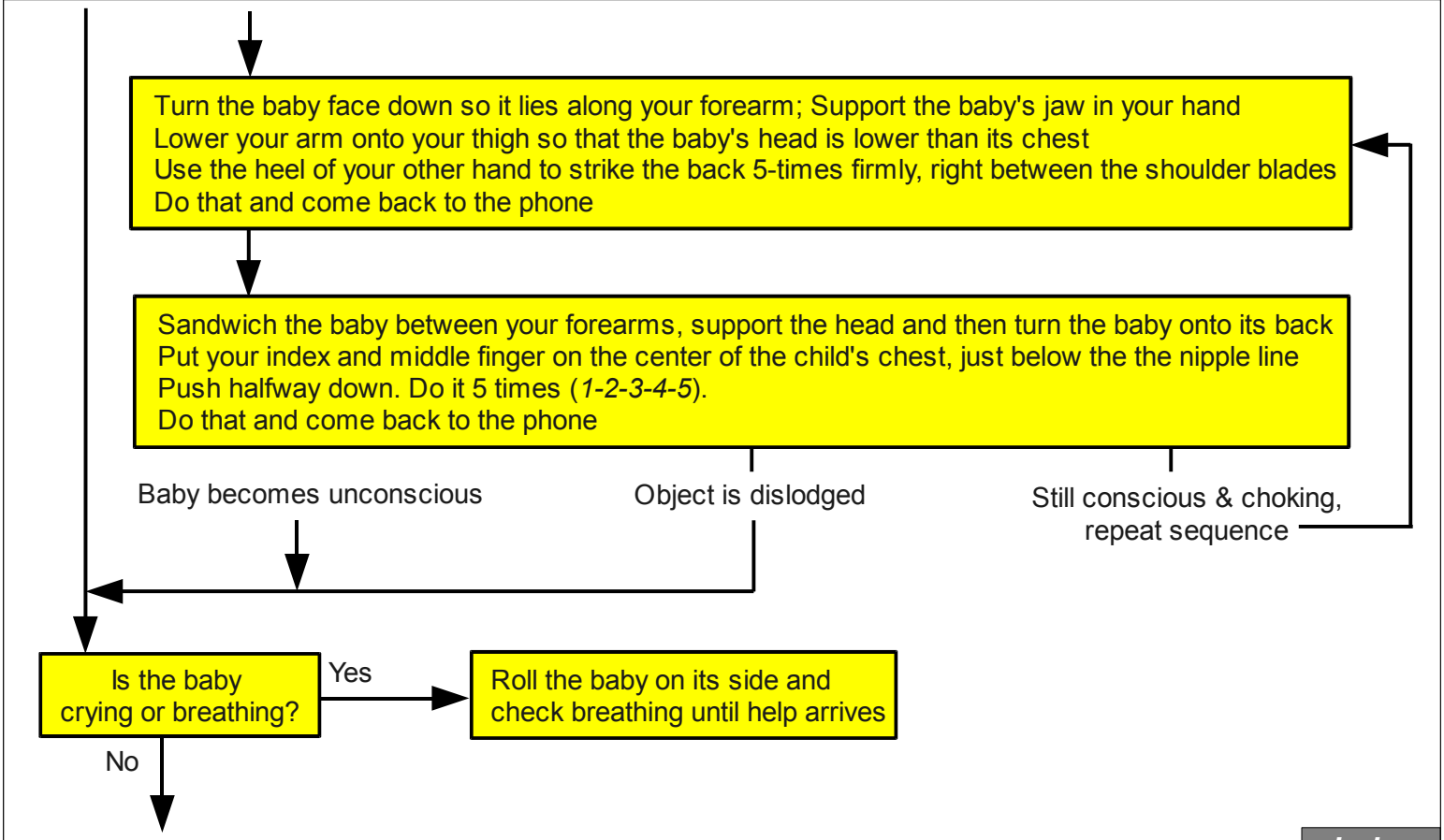
I7: Choking Infant (0-1 years) Instructions – Section B


Turn the baby face down so it lies along your forearm; Support the baby's jaw in your hand
Lower your arm onto your thigh so that the baby's head is lower than its chest
Use the heel of your other hand to strike the back 5-times firmly, right between the shoulder blades
Do that and come back to the phone
Sandwich the baby between your forearms, support the head and then turn the baby onto its back
Put your index and middle finger on the center of the child's chest, just below the the nipple line
Push halfway down. Do it 5 times (1-2-3-4-5).
Do that and come back to the phone
Baby becomes unconscious
Object is dislodged
Still conscious & choking, repeat sequence
Is the baby crying or breathing?
Yes
Roll the baby on its side and check breathing until help arrives
No

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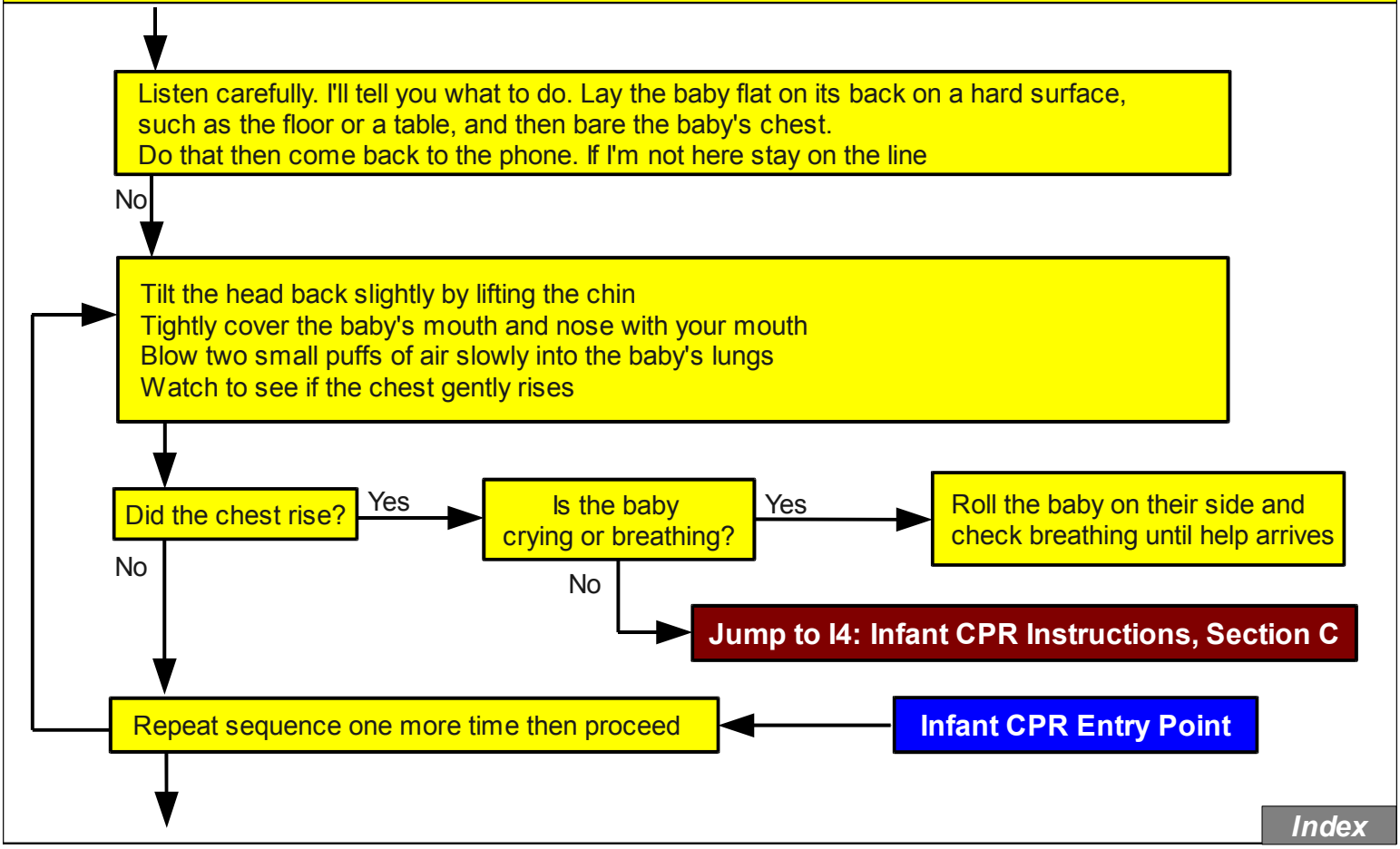
I7: Choking Infant (0-1 years) Instructions – Section C


Listen carefully. I'll tell you what to do. Lay the baby flat on its back on a hard surface, such as the floor or a table, and then bare the baby's chest.
Do that then come back to the phone. If I'm not here stay on the line
No
Tilt the head back slightly by lifting the chin
Tightly cover the baby's mouth and nose with your mouth
Blow two small puffs of air slowly into the baby's lungs
Watch to see if the chest gently rises
Did the chest rise?
Yes
Is the baby crying or breathing?
Yes
Roll the baby on their side and check breathing until help arrives
No
No
Jump to I4: Infant CPR Instructions, Section C
Repeat sequence one more time then proceed
Infant CPR Entry Point

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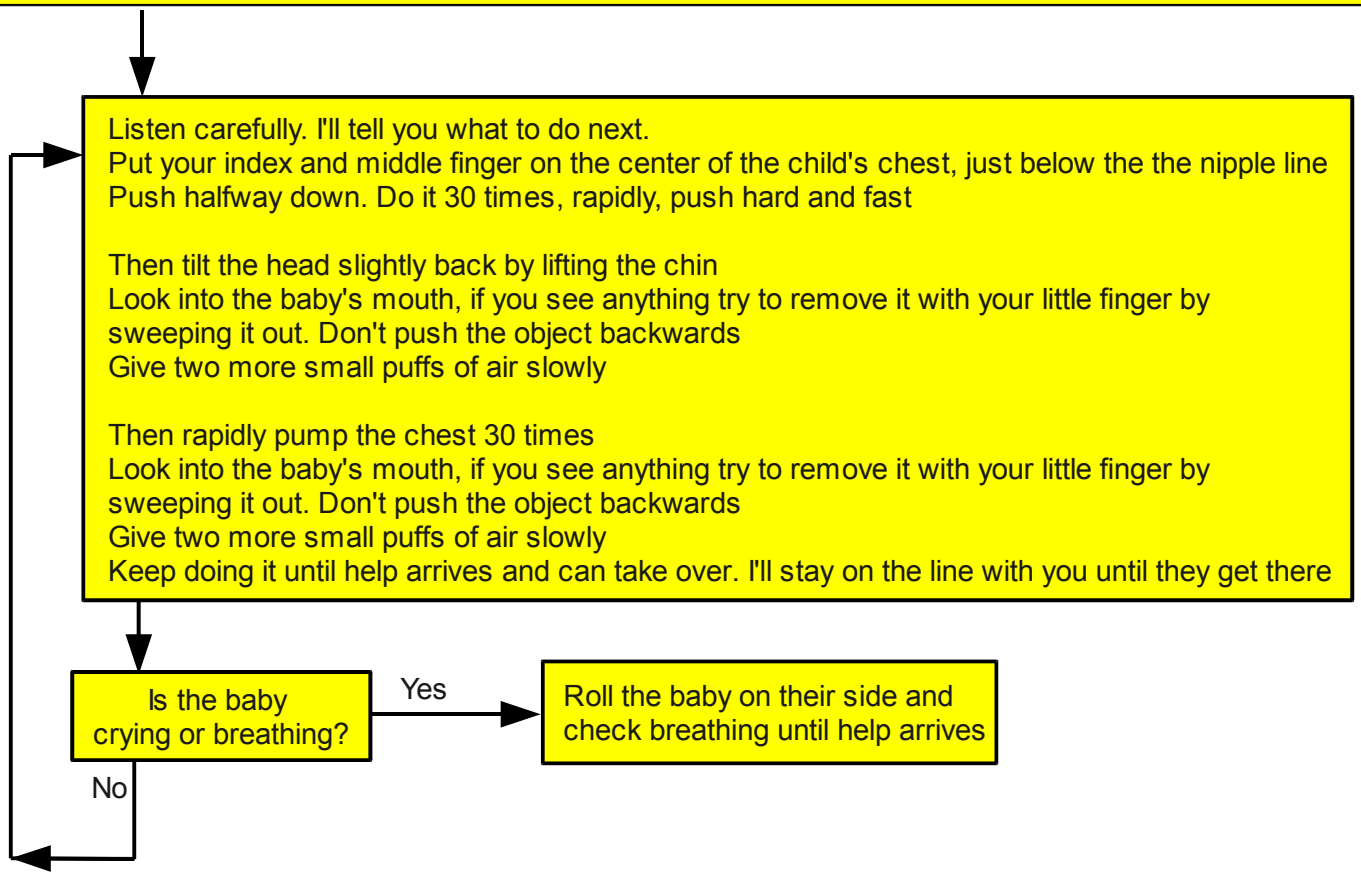
I7: Choking Infant (0-1 years) Instructions – Section D


Listen carefully. I'll tell you what to do next.
Put your index and middle finger on the center of the child's chest, just below the the nipple line
Push halfway down. Do it 30 times, rapidly, push hard and fast
Then tilt the head slightly back by lifting the chin
Look into the baby's mouth, if you see anything try to remove it with your little finger by sweeping it out. Don't push the object backwards
Give two more small puffs of air slowly
Then rapidly pump the chest 30 times
Look into the baby's mouth, if you see anything try to remove it with your little finger by sweeping it out. Don't push the object backwards
Give two more small puffs of air slowly
Keep doing it until help arrives and can take over. I'll stay on the line with you until they get there
Is the baby crying or breathing?
Yes
Roll the baby on their side and check breathing until help arrives
No

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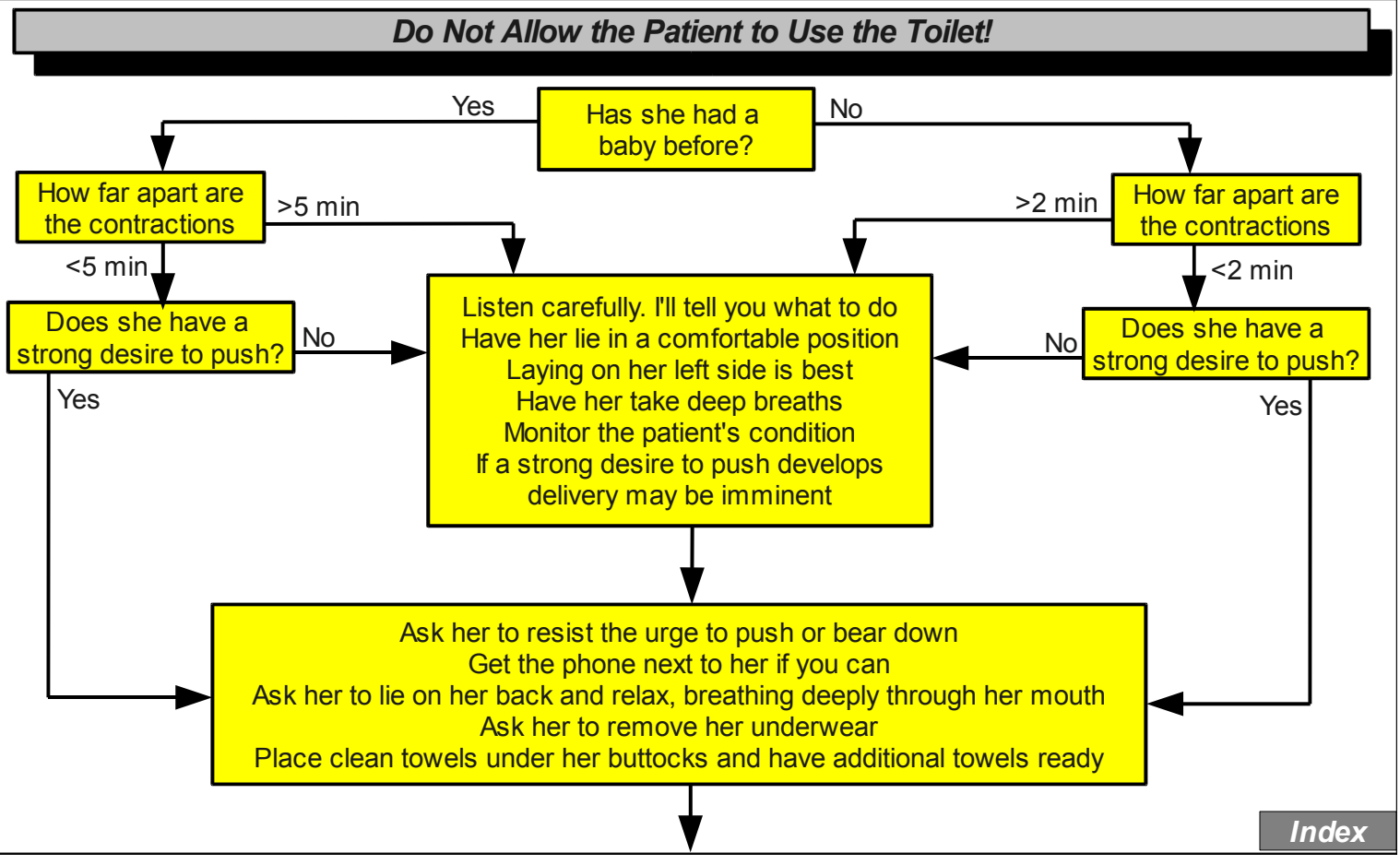
I8: Childbirth – Section A


Do Not Allow the Patient to Use the Toilet!
Has she had a baby before?
Yes
No
How far apart are the contractions
>5 min
<5 min
How far apart are the contractions
>2 min
<2 min
Does she have a strong desire to push?
No
Yes
Does she have a strong desire to push?
No
Yes
Listen carefully. I'll tell you what to do
Have her lie in a comfortable position
Laying on her left side is best
Have her take deep breaths
Monitor the patient's condition
If a strong desire to push develops delivery may be imminent
Ask her to resist the urge to push or bear down
Get the phone next to her if you can
Ask her to lie on her back and relax, breathing deeply through her mouth
Ask her to remove her underwear
Place clean towels under her buttocks and have additional towels ready

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I8: Childbirth – Section B

If she starts to deliver (water broken, bloody discharge, baby's head appears)
The baby's head should appear first. Cradle it and the rest of the baby as it is delivered
Do Not Push or Pull on the baby
There will be water and blood with the delivery. This is normal
When the baby is delivered, clean out it's mouth and nose with a clean, dry cloth
Do not attempt to cut or pull the cord
Wrap the baby in a dry blanket, a towel, or whatever is handy, and place it between the mother's legs on the floor
Massage the mother's lower abdomen very gently
If the baby does not start breathing on its own, rub its back or gently slap the soles of its feet
If the baby doesn't begin breathing immediately, come back to the phone

Complications with delivery

Baby delivered and breathing

Baby delivered and Not Breathing

Jump to I7: Choking Infant

When the placenta (tissue on the other side of the umbilical cord) is delivered
Wrap it. This delivery may take place as long as twenty minutes after the baby
Keep the placenta level or slightly above the baby

If there are complications (leg, arm buttocks or umbilical cord presentation)
Reassure the mother. Tell her you have dispatched help.
Ask her to remain on her back with her knees bent
Ask her to relax and breathe through her mouth. Tell her not to push

Index

I9: Medical Airway Control – Section A

Listen carefully. I'll tell you what to do. Roll the person on their side
Check for normal breathing until help arrives to take over
Watch for the chest to rise and fall
Put your cheek next to the nose and mouth and listen and feel for air movement

Patient vomits

Patient stops breathing

Jump to Age Appropriate CPR Instructions
Adult CPR Instructions
Child (1-8 years) CPR Instructions
Infant (0-1 years) CPR Instructions

Turn the person's head to the side.
Sweep it all out of the mouth with your fingers

Patient breathing normally

Patient **not** breathing normally

Jump to Age Appropriate Choking Instructions
Adult Choking Instructions
Child (1-8 years) Choking Instructions
Infant (0-1 years) Choking Instructions

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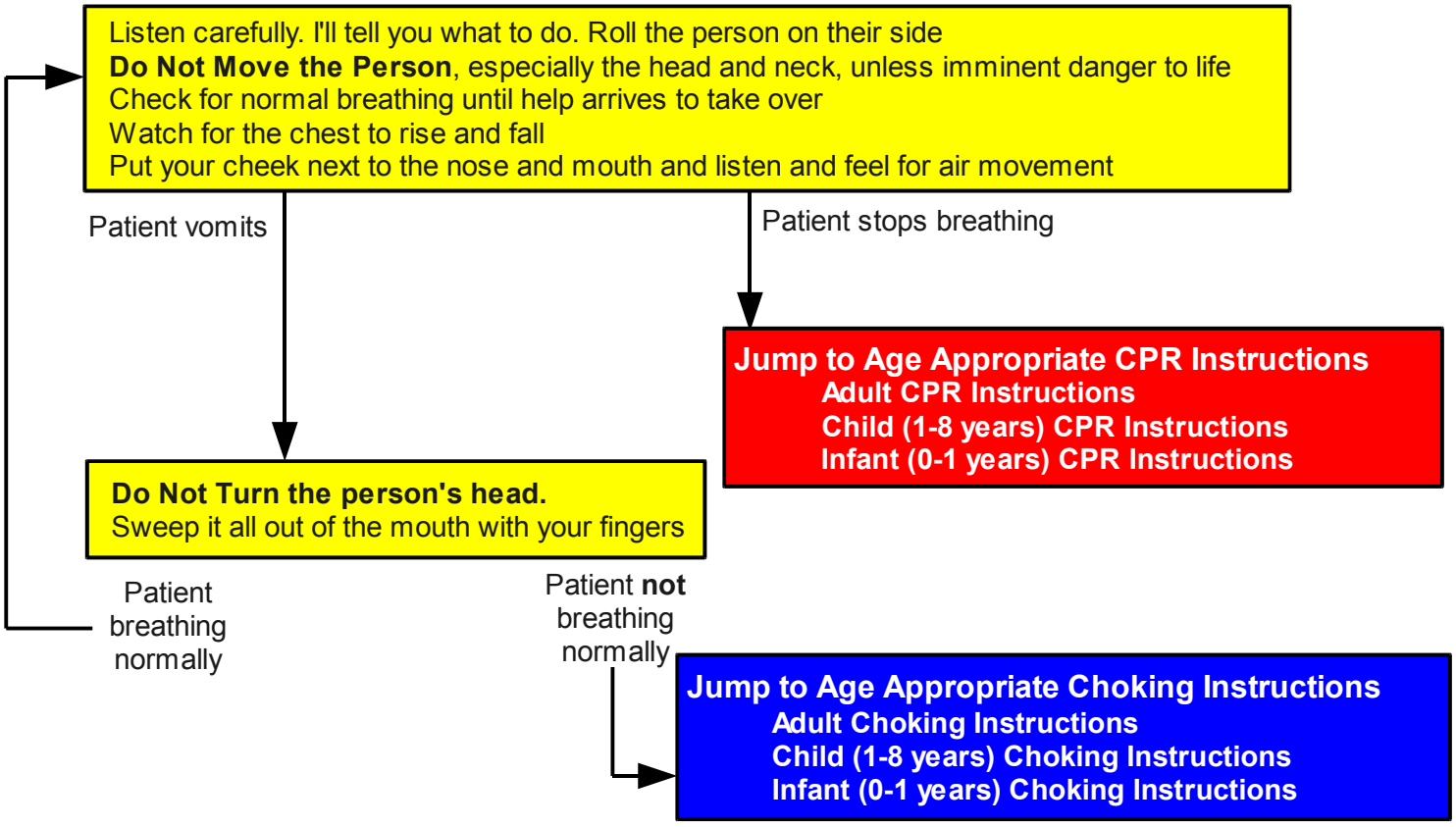
I10: Traumatic Airway Control – Section A


Listen carefully. I'll tell you what to do. Roll the person on their side
Do Not Move the Person, especially the head and neck, unless imminent danger to life
Check for normal breathing until help arrives to take over
Watch for the chest to rise and fall
Put your cheek next to the nose and mouth and listen and feel for air movement
Patient vomits
Patient stops breathing
Jump to Age Appropriate CPR Instructions
Adult CPR Instructions
Child (1-8 years) CPR Instructions
Infant (0-1 years) CPR Instructions
Do Not Turn the person's head.
Sweep it all out of the mouth with your fingers
Patient breathing normally
Patient not breathing normally
Jump to Age Appropriate Choking Instructions
Adult Choking Instructions
Child (1-8 years) Choking Instructions
Infant (0-1 years) Choking Instructions

Index

I11: Bleeding Control Instructions

If the Person has a Laceration, Puncture Wound or Other Active External Bleeding

1.	2.	3.	4.	
Use a clean cloth or the person's own hand, cover and apply pressure directly over the wound	If the cloth becomes soaked, do not remove it, but add to what is already there	Keep the person warm and calm	Do not allow or give the person any food or drink	

If the Person has a Nose Bleed

1.	2.	3.	4.	
Tell the person to apply direct pressure by pinching the nose tightly between two fingers	Sit forward and hold it until help arrives	Attempt to spit out any blood. Swallowing may make the person vomit	Advise the person not to move.	

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M1: Abdominal Pain

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Does the person have **chest pain** also? (*Consider Jump to the M5 - Chest Pain Card*)
4. Is the pain due to an **injury**? (*Consider jump to T9 – Traumatic Injury Card*)
5. Has the person **vomited**? (*If yes*) What does the vomit look like?
6. Are the person's **bowel movements** different than normal? (*If yes*) How would you describe them?
7. Is the pain **above** or **below** the belly button?
8. (*If female age 12-50*) Could she be **pregnant**?
9. Has the person felt **dizzy**?
10. (*If female*) Has there been any **vaginal bleeding**?
11. How does the person act when they **sit up**?
12. Does the person have any other **medical** or **surgical history**?
13. Does the person have a **Medic Alert tag**? (*If yes*) What does it say?

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DISPATCH

CODE RED	CODE YELLOW
1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Vomiting blood 5. Black tarry stool 6. Lower abdominal pain in female 12-50 yoa 7. History of Cardiac problems 8. Fainting or near fainting > 50yoa 9. Fainting or near fainting when sitting	1. Pain with vomiting 2. Flank pain (*kidney stone*) 3. Non-traumatic abdominal pain 4. Unspecified pain

M1: Abdominal Pain – Pre-Arrival Instructions

1. Do not give the person anything to eat or drink
2. Gather any of the person's medications for the paramedics
3. Lock away any pets
4. **If the person's condition changes, call me back immediately**

Index

Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M2: Allergies/Stings

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is the person having difficulty **swallowing**?
4. Does the person have a **rash** or **hives**?
5. Is the person complaining of **itching**?
6. Does the person have a **history of a reaction** to anything?
   (*If yes*) Describe the reaction the person had before
   How long ago was the person exposed?
7. Are the symptoms getting **worse**?
8. Does the person have a **Medic Alert tag**? (*If yes*) What does it say?

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DISPATCH	CODE RED	CODE YELLOW
	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Difficulty breathing 5. Difficulty swallowing 6. Swelling in throat or on face 7. Fainting 8. History of severe reaction 9. Itching or hives in multiple areas	1. Concern about reaction but no history 2. Reaction present for a long time (> 1 hour) with no difficulty breathing 3. Itching or hives confined to one area with no difficulty breathing

M2: Allergies/Stings – Pre-Arrival Instructions

1. Do you have an epi-pen or reaction kit?
   (*If yes and severe reaction*) Have you used it as the physician has directed?
2. Place person in the most comfortable position
3. Keep neck straight, remove any pillows
4. Watch the person for signs of difficulty breathing (*slow breathing*) or cardiac arrest
5. Gather any of the person's medications for the paramedics
6. Lock away any pets
7. **If the person's condition changes, call me back immediately**

Index

Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M3: Back Pain

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is the **pain** due to an **injury** to the person?
4. Has the person felt **dizzy** or have they **fainted**?
5. Does the person have any other **medical or surgical history**?
6. Does the person have a **Medic Alert tag**? (*If yes*) What does it say?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Non-traumatic back pain with prior cardiac history 5. Back pain with fainting or near fainting in persons >50 yoa	1. Flank pain (Kidney stone) 2. Non-traumatic back pain 3. Unspecified back pain 4. Chronic back pain

M3: Back Pain – Pre-Arrival Instructions

1. If the pain is due to an injury, advise person not to move unless hazards are present
2. Place person in the most comfortable position
3. Gather any of the person's medications for the paramedics
4. Lock away any pets
5. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M4: Breathing Problems

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. How **long** has this been going on?
4. Is the person having **chest pain**? (*If yes - Jump to M5: Chest Pain Card*)
5. Is the person able to **speak** in **full sentences**?
6. Does the person have to **sit up** to breath?
7. Is the person drooling or having a hard time **swallowing**?
8. Is the person experiencing any **other problems** right now?
9. Does the person have a history of **asthma**?
10. (*If sudden onset*) Has the person been hospitalized recently for a **broken leg** or **childbirth**?
11. (*If female*) Does she take **birth control** pills?
12. Is the person on **oxygen**?
13. Does the person have any other **medical or surgical history**?
14. Does the person have a **Medic Alert tag**? (*If yes*) What does it say?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Decreased level of consciousness 3. Not breathing normally with any of the following ● Chest pain ● Unable to speak in full sentences ● History of asthma or other resp. problems ● Inhaled substance ● Recent childbirth/broken leg (2-3 months) ● Drooling 4. Tingling or numbness in extremities/around mouth Age >35	1. Cold symptoms 2. Stuffed nose 3. Oxygen bottle empty 4. Person assist 5. Long term, no change

M4: Breathing Problems – Pre-Arrival Instructions

1. Place person in the most comfortable position, probably sitting up
2. Advise person not to exert themselves
3. Gather any of the person's medications for the paramedics
4. Lock away any pets
5. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M5: Chest Pain/Heart Problems

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is the person **sweating** profusely?
4. Is the person **nauseated** or **vomiting**?
5. Is the person **weak**, **dizzy** or **faint**?
6. Where is the **pain located**?
7. Does the person experience a **rapid heart rate** with the **chest pain**?
8. Does the person feel pain anywhere else? (*If yes*) Where?
9. How **long** has the pain been present?
10. Does the person have a **history** of a heart attack (*Cardiac Problems*)?
    (*If yes)* Does the person take **nitroglycerin**? (*If yes*) Have they taken it? Did it help?
11. Has the person taken **any drugs** in the past 24 hours

Index

	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Decreased level of consciousness 3. Not breathing normally 4. Chest pain with any of the following ● Not breathing normally ● Nausea ● History of cardiac problems ● Diaphoretic ● Rapid heart rate ● Syncope ● Cocaine/crack use	1. Persons <35 yoa without critical symptoms

M5: Chest Pain/Heart Problems – Pre-Arrival Instructions

1. Place person in the most comfortable position, probably sitting up
2. Advise person not to exert themselves
3. Loosen any tight clothing
4. (*If person is prescribed nitroglycerin*) Does the person have their nitroglycerin?
   (*If yes*) Has the person taken one?
   (*If not taken*) Make sure the person is sitting down, then take the nitro as prescribed by their doctor
5. Gather any of the person's medications for the paramedics
6. Lock away any pets
7. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M6: Diabetic Problems

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Does the person know **who they are**? *Do they know where they are?*
4. Is the person acting in their **normal** manner?
   (*If no*) What is different?
5. Does the person feel **pain** anywhere?
   (*If yes*) Where?
6. Is the person **dizzy**, **weak** or **feeling faint**?
7. Has the person had a **seizure**?
8. Is the person **sweating** profusely?
9. Is the person on **insulin**?
   (*If yes*) When did they take it?
10. When did the person last **eat**?

Index

	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Decreased level of consciousness 3. Not breathing normally 4. Unusual behavior/acting strange 5. Profuse sweating 6. Seizure	1. Alert and awake 2. Not feeling well with no critical symptoms

M6: Diabetic Problems – Pre-Arrival Instructions

1. Do not give the person anything to eat or drink unless they can take it by themselves
2. If the person can eat and drink on their own, give them juice with about 2 to 3 teaspoons of sugar in it
3. Place person in the most comfortable position
4. Gather any of the person's medications for the paramedics
5. Lock away any pets
6. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M7: Headache

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Does the person know **who they are**? *Do they know where they are*?
4. Is the person acting in their **normal** manner?
   (*If no*) What is **different**?
5. Is this headache **different** from headaches the person has had in the past?
6. Did this headache come on **suddenly** or **gradually**?
7. What was the person **doing** when the headache **started**?
8. Does the person feel pain anywhere else?
   (*If yes*) Where?
9. Does the person have a **history** of headaches?
10. Is the person wearing a **Medic Alert tag**? (*If yes*) What does it say?

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DISPATCH	CODE RED	CODE YELLOW
	1. Unconscious 2. Not breathing normally 3. Headache with any of the following critical symptoms ● Decreased level of consciousness ● Unusual behavior/acting strange ● Worst headache ever ● Sudden onset ● Visual disturbance with no history of migraines	1. Alert and awake 2. Headache with no critical symptoms

M7: Headache – Pre-Arrival Instructions

1. Do not give the person anything to eat or drink
2. Place person in the most comfortable position
3. Gather any of the person's medications for the paramedics
4. Lock away any pets
5. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M8: Health Care Provider Requests EMS

KEY QUESTIONS

1. What do you **need**?
   (*If Paramedics/EMTs/Ambulance needed*) What's **wrong** with the person? *Jump to appropriate card*
   (*If Transportation Only needed*) **Where** in the facility is the person located?
2. Does the person have an **IV**, **Medication** or other **medical device** in use?

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	CODE RED	CODE YELLOW
DISPATCH	1. Critical symptoms 2. Off-duty medic request ALS 3. Medical device in use	1. No critical symptoms or medical devices in use

M8: Health Care Provider Requests EMS – Pre-Arrival Instructions

1. (*If a Medical Facility*) Prepare the person's medical records for the paramedics
2. (*If a Non-medical Facility*) Place person in the most comfortable position
   Gather any of the person's medications for the paramedics
   Lock away any pets
3. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M9: Home Medical Equipment

KEY QUESTIONS

1. What **piece** of **equipment** is causing concern?
   If ventilator failure, jump to C1: Cardiac Arrest
   If apnea monitor alarm jump to M4: Breathing Problems
   If implanted defibrillator firing jump to M5: Chest Pain/Heart Problems card

Index

	CODE RED	CODE YELLOW
DISPATCH	1. Critical symptoms 2. Ventilator failure 3. Apnea monitor alarm 4. Implanted defibrillator firing	1. No critical symptoms 2. Problems with, or out of, home oxygen

M9: Home Medical Equipment – Pre-Arrival Instructions

1. (*If appropriate*) Prepare the medical device for possible transport with the paramedics
2. Place person in the most comfortable position
3. Gather any of the person's medications for the paramedics
4. Lock away any pets
5. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M10: Obvious Death

KEY QUESTIONS

1. How do you **know** the person has **died**?
   If caller is unsure, jump to C1:Cardiac Arrest card
   If possibility of hypothermia, jump to T7: Heat/Cold Exposure card

Index

DISPATCH	CODE RED	CODE YELLOW
		1. Body is cold and stiff (*no hypothermia present*) 2. Decomposition 3. Injuries obviously incompatible with life 4. Non-recent expected death 5. Hospice/DNR

M10: Obvious Death – Pre-Arrival Instructions

1. (*If appropriate*) Gather any DNR documents for the paramedics
2. Gather any of the person's medications for the paramedics
3. Lock away any pets
4. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious, not breathing, and not an obvious death go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. Is Law Enforcement needed?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M11: Overdose/Poisonings/Ingestions

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is the person acting in their **normal** manner?
   (*If no*) What is different? Are they **violent**? Do they have access to a **weapon**?
4. Do you know **what** the person took?
   (*If Prescription Med*) What is the **name** of the medicine? How **much** did they take?
   (*If Not Prescription Med*) What type of **substance** did they take?
   (*If Cocaine or Crack*) Is the person complaining of any **pain**? *If having chest pain, jump to M5: Chest Pain*
   Did they take it with **alcohol**?
5. Is the person having difficulty **swallowing**?
6. Has the person **vomited**?
   (*If yes*) Can you describe what it looks like?

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	CODE RED	CODE YELLOW
DISPATCH	1. OD with any of the following critical symptoms ● Unconscious ● Not breathing normally ● Decreased level of consciousness ● Unusual behavior/acting strange ● Cocaine/Crack use with chest pain ● Difficulty swallowing ● Ingestion of household cleaners, antifreeze, solvents, methanol, cyanide or insecticides ● Combined alcohol and drug overdose ● Alcohol where person cannot be aroused	1. Drug use with no critical symptoms 2. 3rd party caller, caller not with person 3. Reported overdose, but person denies taking anything 4. Alcohol intoxication where person can be aroused

M11: Overdose/Poisonings/Ingestions – Pre-Arrival Instructions

1. Do not give the person anything to eat or drink unless advised by Poison Control
2. (*If safe to do* so) Keep the person in the area/house
3. Do not give the person coffee or place the person in the shower
4. (*If at the* scene) Get the container of the substance the person took
5. Gather any of the person's medications for the paramedics
6. Lock away any pets
7. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. Contact the local Poison Control Center - 1-800-222-1222 4. Is Law Enforcement needed?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M12: Person Assistance

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Does the person have any **other** complaints? *If yes, jump to the appropriate card*

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	CODE RED	CODE YELLOW
DISPATCH		1. No critical symptoms

M12: Person Assistance – Pre-Arrival Instructions

1. Place the person in a comfortable position
1. Keep the person calm
2. Gather any of the person's medications for the paramedics
3. Lock away any pets
4. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. Is Law Enforcement needed? 4. Is Fire and/or Rescue needed?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M13: Psychiatric/Behavioral Problems

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is the person acting in their **normal** manner?
   (*If no*) What is different?
   Are they **violent**? Do they have a **weapon** or access to a weapon?
4. Has the person **harmed themselves**? *If yes, consider Jump to T9: Traumatic Injury*
   (If no) Do you think the person might try to harm themselves?
5. **Where** is the person now?
   (*If present)* Can the person talk to you? Can they answer your questions?
6. Has the person taken any **drugs** or **alcohol**? *If yes, consider Jump to M11: OD/Poisoning*
7. Is the person a **diabetic**? *If yes, consider Jump to M6: Diabetic Problem*
8. Is the person **injured**?
9. Is the person **bleeding**?
   (*If yes*) Can it be controlled with pressure?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness	1. Lacerated wrist with controlled bleeding 2. Unusual, non-violent behavior with a psychiatric history 3. Alcohol intoxication where person can be aroused 4. Threats against self or others 5. Person out of psychiatric medications 6. Police request for stand-by

M13: Psychiatric/Behavioral Problems – Pre-Arrival Instructions

1. (*If safe to do* so) Keep person in the area/house
   If you feel you are in danger, leave the scene
2. (*If* possible) Keep the person calm
3. Gather any of the person's medications for the paramedics
4. Lock away any pets
5. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. If bleeding, go to the I11Bleeding Instructions card 4. Consider contacting the local Crisis Center 5. Is Law Enforcement needed?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M14: Seizures/Convulsions

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is the person still **seizing**?
   (*If yes*) Describe what the person is doing?
4. How **long** has the person been seizing?
5. Has the person had a seizure **before**?
6. Is the person a **diabetic**? *If yes, consider Jump to M6: Diabetic Problems*
7. Does the person have a **Medic Alert tag** on?
   (*If yes*) What does it say?
8. (*If child)* Has the child been **sick**?
   Does the child have a **fever** or feel hot?
9. (*If female between 13-50 yoa)* Is she **pregnant**?
10. Does the person have a history of **heart problems**?
11. Has the person had a recent **head injury**?
12. Has the person taken anything, including any type of **drugs**?
13. (*If still seizing*) Has the seizure **stopped**?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Still seizing/multiple seizures 5. First time seizure or unknown history 6. Diabetic 7. Pregnant 8. Secondary to drug overdose or head injury 9. Any seizure that is different than normal	1. Single seizure with a history of seizures

M14: Seizures/Convulsions – Pre-Arrival Instructions

1. Clear the area around the person so they don't hurt themselves
2. **Do Not** try to **restrain** the person
3. **Do Not** put anything in the person's mouth
4. When the seizure stops, check to see if the person is breathing
   Place person on their side
5. (*If child and feverish*) Remove clothing to help cool person
6. Gather any of the person's medications for the paramedics
7. Lock away any pets
8. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. Any seizure with an unknown medical history is assumed to be a first time seizure	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M15: Sick Person

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is the person complaining of any **pain**? *If chest pain, jump to M5: Chest Pain*
4. Is the person **bleeding**?
   (*If yes*) From where? How much? How long? Can it be controlled with pressure?
5. Has the person **vomited**?
   (*If yes*) Can you describe what it looks like?
6. Is the person acting in their **normal** manner?
   (*If no*) What is different?
   (*If no*) Are they **violent**? Do they have a weapon or **access** to a **weapon**?
7. Is the person a **diabetic**? *If yes, consider jump to M6: Diabetic Problems*
8. Is the person wearing a **Medic Alert tag**?
   (If yes) What does it say?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness	1. Generalized weakness 2. Medical alert from alarm company 3. Flu symptoms 4. High temperature with no critical symptoms 5. Person assist 6. Police stand-by

M15: Sick Person – Pre-Arrival Instructions

1. Gather any of the person's medications for the paramedics
2. Lock away any pets
3. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. If bleeding, go to the I11Bleeding Instructions card 4. If a specific chief complaint is identified, jump to the appropriate card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M16: Stroke/CVA

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is the person acting **unusual**?
   (*If yes*) What is different? (*Speech, numbness or movement problems*)
4. (*If not obvious*) Does the person's **speech** sound **normal**?
5. (*If not obvious*) Does the person have **weakness** or **paralysis** on one side of the body?
6. (*If not obvious*) Does the person have a **facial droop**?
7. Is the person complaining of any **pain**? *If chest pain, jump to M5: Chest Pain*
8. Does the person have a **headache**?
9. Has the person ever had a stroke **before**?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. New onset of one sided weakness/paralysis, facial droop or slurred speech	1. Past history of stroke (CVA) with no new changes

M16: Stroke/CVA – Pre-Arrival Instructions

1. (*If difficulty breathing*) Keep neck straight and remove any pillows
2. Do not give the person anything to eat or drink
3. Do not allow the person to move around
4. Gather any of the person's medications for the paramedics
5. Lock away any pets
6. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

M17: Unknown/Man Down

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Do you know **why** the person is down? (*Jump to the appropriate card if possible*)
4. Is the person able to **talk**?
5. Is the person able to **move**?
6. Where **exactly** is the person?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Multiple people down (*Consider HazMat/MCI*)	1. Person is talking, moving, sitting or standing 2. Unknown (3rd party caller) without indication of unconsciousness

M17: Unknown/Man Down – Pre-Arrival Instructions

1. (*If safe to do so*) Go to the person and see if the person is awake, breathing normally, or moving at all
   Return to the phone and let me know
2. Watch for the emergency unit and direct them to the person
3. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. Consider law enforcement notification	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

T1: Animal Bites

KEY QUESTIONS

1. **Where** is the **animal** now?
2. What **type** of **animal** bit the person?
3. Is the person **short** of **breath**?
   (*If yes)* Does it hurt to breathe?
4. What **part** of the body was bitten?
5. Is the person **bleeding**?
   (*If yes*) From where? How much? How long? Can it be controlled with pressure?
6. How long ago did they receive the bite?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Uncontrolled bleeding after attempts to control 4. Serious neck or face bites from animal attack 5. Bite from a known poisonous animal	1. Bleeding is controlled 2. Swelling at the bite site 3. Bite below the neck, non-poisonous

T1: Animal Bites – Pre-Arrival Instructions

1. Contain the animal if possible
2. Keep person calm and still
3. Use care not to obstruct the airway or breathing
4. For snake bites
   Do Not Elevate the Extremity
   Do Not Use Ice
   Do Not Attempt to Remove the Venom
5. Lock away any pets
6. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. If bleeding, go to the I11Bleeding Instructions card 4. Has law enforcement been notified? 5. Has animal control been notified?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

T2: Assault/Domestic Violence/Sexual Assault

KEY QUESTIONS

1. Is the **assailant nearby**?
2. Are you **safe**?
3. Was it a **physical assault** or a **sexual assault**?
4. **How** was the person **assaulted**? (*If stabbing or shooting, jump to the T8: Stabbing/GSW card*)
5. **Where** is the person **injured**?
6. Is the person **bleeding**?
   (*If yes*) From where? How much? How long? Can it be controlled with pressure?
7. Can the person **answer** your **questions**?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Crushing injury (except to hands or feet) 5. Puncture injury (head, neck, torso, thigh) 6. Multiple extremity fractures 7. Femur (thigh) fracture 8. Uncontrolled bleeding	1. Penetrating/crushing injury to hands or feet 2. Isolated extremity fracture 3. Minor injuries 4. Unknown injuries 5. Concerned caller without apparent injuries to person 6. Police request stand-by/check for injuries

T2: Assault/Domestic Violence/Sexual Assault – Pre-Arrival Instructions

1. Remain is a safe place, away from the assailant
2. (*If present*) Do not touch or remove any impaled objects
3. Have person lie down and keep calm
4. Do not touch or move any weapons
5. Advise person not to change clothing, bathe or shower
6. Keep person warm
7. Keep the person warm
8. Gather any of the person's medications for the paramedics
9. Do not give the person anything to eat or drink
10. Lock away any pets
11. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. If bleeding, go to the I11Bleeding Instructions card 4. Has law enforcement been notified?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

T3: Bleeding/Laceration

KEY QUESTIONS

1. Is the **person alert**?
2. Is the person breathing **normally**?
3. Where is the person **bleeding from**?
   (*If vaginal*) Is she **pregnant**?
4. Is the blood **squirting** out?
5. Is the person a **hemophiliac** (*a bleeder*)?
6. (*If injured*) **Where** is the person **injured**?
7. Can the person **answer** your **questions**?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Any arterial bleeding 4. Hemophilia 5. Rectal bleeding with significant blood loss 6. Vomiting blood or coffee ground material 7. Bleeding from mouth with difficulty breathing 8. Bleeding from the neck, groin or armpit with significant blood loss 9. Vaginal bleeding if over 20 weeks pregnant 10. Vaginal bleeding associated with lower abdominal pain or fainting	1. Minor bleeding from any other areas

T3: Bleeding/Laceration – Pre-Arrival Instructions

1. Advise person not to move
2. Cover person with a blanket and try to keep them calm
3. Gather any of the person's medications for the paramedics
4. Do not give the person anything to eat or drink
5. Lock away any pets
6. Locate any amputated part and place in clean plastic bag, not ice. If teeth, place them in milk
7. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. If bleeding, go to the I11Bleeding Instructions card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

T4: Burns

KEY QUESTIONS

1. **How** was the person **burned**?
2. (*If Thermal*) Is anything on the person **still burning**? (*If yes*) Stop the burning
3. (*If Electrical*) Is the person still in **contact** with the **electric** source?
   How was the person electrocuted?
   (*If household*) Was it the stove, clothes dryer or other **220 volt source**?
4. (*If Chemical*) What **chemical** caused the burn?
5. Is the person **short of breath** or does it **hurt to breath**?
6. Is the person having difficulty **swallowing**?
7. **Where** is the person burned?
   (*If head or face*) Are they coughing? Are their nose hairs burned? Any burns around the mouth and nose?
8. Are there any other **injuries**?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Burns to the airway, nose or mouth 5. Hoarseness, difficulty talking or swallowing 6. Burns over 20% of body surface 7. Electrical burns from 220V or greater 8. 2nd or 3rd degree burns to hands, feet or groin	1. Burn less than 20% body surface area 2. Spilled hot liquids 3. Chemical burns to eyes 4. Small burn from match or cigarette 5. Household electrical shock 6. Battery explosion 7. Freezer burns

T4: Burns – Pre-Arrival Instructions

1. (*Electrical burn*) If safe to do so, turn off power
2. (*Chemical burn*) Have person remove contaminated clothing if possible
3. (*Chemical burn)* If available, get info on chemical (*MSDS Sheet*)
4. (*Chemical Powder Burn*) Brush off chemical, do not use water
5. (*Chemical Eye Burn)* Flush eyes with water. Remove contact lenses
6. Place burn area in cool water (*not ice*) if possible
7. Gather any of the person's medications for the paramedics
8. Lock away any pets
9. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. Has the fire department been notified?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

T5: Eye Injury

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. What **caused** the injury?
   Chemicals – *Jump to Card T4:Burns*
4. Is the eyeball cut open or **leaking** fluid?
5. Are there any other **injuries**?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness	1. Any eye injury

T5: Eye Injury – Pre-Arrival Instructions

1. **Do not remove any penetrating objects**
2. If eyeball is cut or injured, do not touch, irrigate or bandage
3. If a chemical injury, flush immediately with water. Continue to help arrives. Remove contact lenses
4. Advise person not to move
5. Have person sit down
6. Cover the person with a blanket and keep them calm
7. Do not give the person anything to eat or drink
8. Gather any of the person's medications for the paramedics
9. Lock away any pets
10. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

T6: Falls

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. How **far** did the person fall?
4. What kind of **surface** did the person land on?
5. Are there any obvious **injuries**? (*What are they?*)
6. Did the person **complain** of any pain or illness just **prior** to the fall?
7. Is the person able to **move** their fingers and toes? (*Do not have them move any other body part)*
8. Is the person **bleeding**?
   (*If yes*) From where? How much? How long? Can it be controlled with pressure?
9. Are there any other **injuries**?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Falls greater than 10 feet 5. Falls associated with or preceded by pain, discomfort in chest, dizziness, headache or diabetes. 6. Person is paralyzed 7. Uncontrolled bleeding 8. Multiple extremity fractures 9. Femur (thigh) fracture	1. Falls less than 10 feet 2. Neck or back pain without critical symptoms 3. Bleeding that has been controlled 4. Cuts, bumps or bruises 5. Person assistance 6. Involved in accident, no complaints 7. Isolated extremity fracture

T6: Falls – Pre-Arrival Instructions

1. (*If appropriate)* Turn off any machinery
2. (*If no life threatening hazard is present*) Do not move the person
3. Advise person not to move
4. Cover the person with a blanket and keep them calm
5. Do not give the person anything to eat or drink
6. Gather any of the person's medications for the paramedics
7. Lock away any pets
8. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. If bleeding, go to the I11Bleeding Instructions card 4. Is rescue needed?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

T7: Heat/Cold Exposure

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. (*If not obvious*) What was the **source** of the heat/cold?
4. Does the person have any **complaints**?
5. What does the person's **skin** feel like?
6. (*If cold exposure*) Is the person **shivering**?
   (*If heat exposure*) Is the person **sweating** profusely?
7. Is the person **dizzy**, **weak** or **feeling faint**?
8. Are there any obvious **injuries**? (*What are they?*)

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Confused or disoriented 5. Fainting/syncope 6. Cold water immersion	1. Person with uncontrollable shivering 2. Heat exhaustion with no critical symptoms 3. Unknown symptoms

T7: Heat/Cold Exposure – Pre-Arrival Instructions

1. Remove the person from the hot/cold environment
   (*If cold and dry*) Cover the person with a blanket to warm
   (*If cold and wet*) Remove the wet clothing and cover the person with a blanket to warm
   (*If overheated*) Loosen clothing to assist with cooling
2. (*If decreased level of consciousness*) Do not give the person anything to eat or drink
3. (*If cold*) Do not rub frostbitten extremities
4. Gather any of the person's medications for the paramedics
5. Lock away any pets
6. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

T8: Stabbing/Gunshot Victim

KEY QUESTIONS

1. Is the **assailant nearby**?
2. Are you **safe**?
3. Is there a **weapon** present?
4. Is the person **alert**?
5. Is the person breathing **normally**?
6. **Where** is the person **shot/stabbed**?
7. Is the person **bleeding**? (*If yes*) From where? How much? How long? Can it be controlled with pressure?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Uncontrolled bleeding 5. Injury above the knee or elbow 6. Injury to the head, neck, torso or thigh 7. Multiple casualty incident	1. Wounds below the knee or elbow

T8: Stabbing/Gunshot Victim – Pre-Arrival Instructions

1. Tell caller to remain in a safe location (*beware of the assailant*)
2. Do not pull out any penetrating weapons
3. Advise the person not to move
4. Cover the person with a blanket and keep them calm
5. Do not disturb the scene or move any weapons
6. Gather any of the person's medications for the paramedics
7. Lock away any pets
8. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. If bleeding, go to the I11Bleeding Instructions card **4. Advise responders when scene is secure**	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

T9: Traumatic Injury

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. **Where** is the person injured?
4. **How** was the person injured (*Describe what happened*)?
5. Is the person **bleeding**? (*If yes*) From where? How much? How long? Can it be controlled with pressure?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Penetrating/crushing injury to head, neck, torso or thigh 5. Uncontrolled bleeding 6. Leg injury above the knee 7. Multiple extremity fracture	1. Penetrating/crushing injury to hands or feet 2. Unknown injuries 3. Minor injuries 4. Concerned caller without apparent injury to person 5. Isolated extremity fracture 6. Police request to stand-by/check for injuries

T9: Traumatic Injury – Pre-Arrival Instructions

1. Do not pull out any penetrating objects
2. Advise the person not to move
3. Cover the person with a blanket and keep them calm
4. Do not disturb the scene or move any weapons
5. Gather any of the person's medications for the paramedics
6. Lock away any pets
7. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. If bleeding, go to the I11Bleeding Instructions card 4. Is Rescue needed? 5. Is law enforcement needed?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units

T10: Motor Vehicle Collisions

KEY QUESTIONS

1. Are there any **hazards** present (*Fire, Water, HazMat, Wires Down*)?
2. Is the person **alert**?
3. Is the person breathing **normally**?
4. Is anyone **trapped** in the vehicle?
5. Was anyone **thrown** from the vehicle?
6. What **injuries** does the person have
7. Is the person **bleeding**? (*If yes*) From where? How much? How long? Can it be controlled with pressure?

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	CODE RED	CODE YELLOW
DISPATCH	1. Unconscious 2. Not breathing normally 3. Decreased level of consciousness 4. Chest pain prior to the collision 5. Critical criteria – injuries to the head, neck, torso or thigh 6. Multiple causality incident 7. Overturned/Trapped in Vehicle	1. Accident with injury, no critical criteria 2. Police request to stand-by/check for injuries

T10: Motor Vehicle Collisions – Pre-Arrival Instructions

1. (*If no life threatening hazards are present*) Do not move the person.
2. (*If power lines are around the vehicle)* Do not touch the vehicle. Tell the occupants to stay in the vehicle
3. Keep person calm and still
4. **If the person's condition changes, call me back immediately**

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Call Taker Prompts	Dispatcher Short Report
1. If unconscious and not breathing, go to the age appropriate CPR card ○ Adult CPR Instructions ○ Child (1-8 years) CPR Instructions ○ Infant (0-1 years) CPR Instructions 2. If unconscious, go to the **C6: Unconscious/Breathing Normally/ Airway Control** card 3. If bleeding, go to the I11Bleeding Instructions card 4. Is Rescue Needed? 5. Is the Fire Department needed? 6. Has law enforcement been notified?	1. Age 2. Sex 3. Specific location 4. Chief complaint 5. Pertinent related symptoms 6. Medical/Surgical history, if any 7. Other Agencies responding 8. Any dangers to responding units